



TITLE: Hospitality Coordinator

REPORTS TO: Senior Pastor

WORKS CLOSELY WITH: Pastors and Staff

COMPENSATION: TBD based on skills

HOURS: 8-10 hours per week, including Sunday morning services

LOCATION: North Broadway UMC

At North Broadway, we celebrate our God-given diversity by welcoming all people into a relationship with Jesus no matter their age, race, nationality, gender identity, sexual orientation, economic status, and mental & physical ability. We have a storied history of boldly sharing our faith, seeking justice, and building community.

ROLE SUMMARY:

The hospitality Coordinator role serves to lead and coordinate the Welcoming Ministry at North Broadway. It isn't just about a smile and handshake or fist/elbow bump, it is about taking the next step and allowing people to feel included from the start. This can include helping people find and explore where things are in the building, connecting them with others, listening to their stories, and following up with them after an initial visit.

RESPONSIBILITIES:

- Identify and welcome new guests providing welcome bags & directions
- Guest follow-up, helping them feel connected to the church
- Recruit, train, and equip ministry teams for welcoming and inviting ministries.
 - (ushers, greeters, fellowship teams)
- Adjust upcoming Sunday Greeter/Usher schedule as needed (sick calls, cancellations, etc.) & send reminder emails
- Respond to any staff concerns/requests/special visitors or events
- Check and respond to NBUMC emails and calls to follow up on Connect cards.
- Manage the follow-up and integration of church guests.
- Update "New To NBUMC" Spreadsheet with new visitor information
- Report at weekly staff meeting (by email or in person)
- Maintain coffee, water, condiments, cups, and napkins

As needed

- Coordinate and Host New Member's Interest Class in conjunction with Pastoral Staff
- Special Social Events (Easter Brunch, Pentecost Brunch, Graduations, Ordinations, etc.)

Data and Reporting:

- Enter data and pull reports from the membership database as needed for tracking, and recording visitors

PROFILE:

- The following characteristics will be helpful to successfully lead in this area:
- Ability to create a welcoming atmosphere
- Ability to quickly gauge the level of interaction that visitors and member's desire
- Ability to work as a team player working with staff and volunteers
- Strong interpersonal communication skills - both verbal and non-verbal
- Experience recruiting, developing, and managing new and current volunteers
- Experience working with a diverse population of persons

Other Helpful Skills and Experience

- Complete a background check
- Computer skills necessary