



1405 South 9th St
Grand Forks, ND 58201

Position Title: Hospitality Coordinator

Position Type: Program Support

Purpose: The Hospitality Coordinator is responsible for cultivating a warm, inclusive, and welcoming environment at Calvary Lutheran Church. This role focuses on building relationships with congregation members, recruiting and training volunteers, and ensuring that all church events reflect the spirit of Christian hospitality and community.

Aspirational Responsibilities:

1. Build Relationships with Congregation Members

- Engage with new and existing members to foster a sense of belonging.
- Serve as a friendly and approachable presence during church services and events.
- Collaborate with staff and congregation leader to identify and address the needs of the congregation.

2. Volunteer Recruitment and Management

- Develop and implement strategies to recruit volunteers for various hospitality roles, including greeters and event hosts.
- Match volunteers to roles that align with their skills and interests.
- Maintain an up-to-date database of volunteer information and schedules.

3. Establish Volunteer Expectations

- Create clear role descriptions and expectations for all hospitality volunteers.
- Communicate responsibilities and guidelines effectively to ensure consistency and excellence in service.

4. Volunteer Training and Development

- Organize regular training sessions to equip volunteers with the necessary skills and knowledge.
- Provide ongoing support and feedback to volunteers to enhance their effectiveness and satisfaction.
- Recognize and celebrate volunteer contributions through appreciation events and acknowledgments.

5. Hospitality Oversight

- Ensure that all congregation events are welcoming and well-organized.
- Oversee the setup and maintenance of hospitality areas, such as welcome centers and fellowship spaces.
- Coordinate with other staff and congregation leaders to align hospitality efforts with other activities.

Specific Responsibilities:

The Hospitality Coordinator is responsible for managing volunteers and oversight of the weekly operation of the Holy Grounds Coffee House and Sunday morning and Wednesday evening worship hospitality (coffee and cookies/donuts/cakes), coordinate Lenten Meal groups/volunteers, oversight of the kitchens (main & office kitchens), coordinate the New Member events, procure hospitality supplies, restock the congregation promotional materials for visitors and guests, maintain the restroom hospitality items (incl. diapers, feminine hygiene, & continence products) and providing hospitality support to other staff, congregation members, and guests.

Desired Skill and Qualifications:

- **Interpersonal Skills:** Strong ability to build relationships and connect with individuals from diverse backgrounds.
- **Organizational Skills:** Proficient in managing multiple tasks, schedules, and volunteer coordination.
- **Communication:** Excellent verbal and written communication skills.
- **Leadership:** Experience in leading teams and fostering a collaborative environment.
- **Adaptability:** Ability to respond to changing needs and situations with flexibility and grace.
- **Technical Proficiency:** Familiarity with volunteer management software and MS Office 365 applications.
- **Commitment:** A passion for hospitality and dedication to the mission and values of Calvary Lutheran Church.
- **Non-negotiables:** Must have a valid driver's license and own your own vehicle.

Employment Contingencies:

Background checks, able to perform physical activities such as, but not limited to, lifting heavy items (up to 50 lbs.) unassisted, bending, standing, or walking.

Supervisor: Lead Pastor

Fair Labor Standards Act (Exemption) Status: Non-exempt

Full Time Equivalent (FTE): Approx. 0.3 FTE (12-15 hours weekly)

Employment Status: part-time

General Employment Period: January thru December **Number of Months:** 12

General Work Schedule: The Hospitality Coordinator should be available for 7-10 hrs/wk during Office Hours, Monday – Thursday 9-4pm. Must attend weekly Staff Mtg (1-2hr), and be available on Sunday mornings, 8am-Noon (4 hrs.)

Equal Employment Opportunity Statement: Calvary Lutheran Church is an equal opportunity employer. Calvary Lutheran is fully committed to equal opportunity in employment decisions, in compliance with all applicable federal and state laws, for all

individuals without regard to race, color, national origin, religion, sex, disability, age, sexual orientation, marital status or status with regard to public assistance.