



Date: September 2019

Role Description

Ministry: Center for Hope – Food Pantry

Role Title: Guest Hospitality Team Member

Pipeline Level: Team Member

Reports to: Distribution Events Team Leader

Purpose Statement: To be readily available (primarily in the lobby) to answer any questions and/or assist and resolve any problems/issues in a caring and friendly demeanor with the guests as they wait for their time to shop.

Responsibilities:

- Attend Boundaries Class and Discipleship Class within the first year
- Resolve any guest problems and/or concerns by clarifying the guests concerns and/or questions, determining the cause of the concern/problem, selecting and explaining the best solution to solve the concern/problem, expediting correction or adjustment, seeking input from others when necessary and following up with the guest to ensure resolution
- Greet all guests in a warm, friendly and professional demeanor
- Maintain a presence in the lobby area of the Food Pantry at all times
- Maintain public restrooms and lobby/waiting area with all needed supplies and ensure cleanliness standards are adhered to at all times
- Provide information pertaining to the ministries and services offered at Hope Church as required.
- Participate in prayer for the Center for Hope

Time Investment: 5-6 hours per shift

Commitment: 1 year

Prerequisites:

- Joyfully attends worship on a consistent basis
- Complete online registration form
- Interview with Distribution Events Team Leader
- Attend Cornerstone Orientation class
- Be supportive of Hope's mission and leadership

Competencies:

- Actively lives out the 5G's of Discipleship
- Possess strong customer service, verbal and interpersonal skills
- Friendly
- Display compassion and understanding
- Display patience
- Maintains calm in difficult situations

- Able to receive constructive feedback
- Able to confront relational challenges in a Biblical manner
- Able to standing for extended periods
- Able to bend, stoop, reach and stretch
- Able to lift or pushup to 25 pounds
- Must be able to see, hear, write, read and speak