



Date: September 2019

Role Description

Ministry: Center for Hope - Medical Services

Role Title: Guest Hospitality Team Member

Pipeline Level: Team Member

Reports to: Medical Services Ministry Leader

Purpose Statement: To be the face of Christ as you warmly welcome guests as they arrive for their scheduled appointments; to build rapport with the guests as they come to subsequent appointments and to share information about other services that may be helpful for the guests.

Responsibilities:

- Attend Boundaries Class and Discipleship Class within the first year
- Greet all guests in a warm, friendly and professional manner
- Maintain a presence in the lobby area of the Food Pantry at all times
- Maintain public restrooms and lobby/waiting area as needed to ensure cleanliness standards are adhered to at all times
- Provide information pertaining to the ministries and services offered at Hope Church
- Participate in prayer for the Center for Hope

Time Investment: 1 day a week - preferably the same day to provide opportunity for building rapport with returning guests.

Commitment: 1 year

Prerequisites:

- Joyfully attends worship on a consistent basis
- Complete online registration form
- Interview with Medical Services Ministry 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
- Displays compassion and understanding
- Displays patience
- Able to receive constructive feedback
- Able to confront relational challenges in a Biblical manner
- Able to stand for extended periods