

MINISTER OF WELCOME JOB DESCRIPTION
Messiah Lutheran Church and Preschool, Vancouver, WA

Job Title: **Minister of Welcome**
Reports to: **Lead Pastor**

LSA Status: **Non-Exempt**
FTE: **0.31**

Position Purpose

The Minister of Welcome coordinates and directs the congregation's welcome ministry—creating a climate and culture of hospitality, and developing and maintaining processes of follow-up, invitation, and intentional connection for guests and newcomers.

Critical Attributes

1. Highly developed *social skills* for interacting with a wide variety of people.
2. The gifts of *hospitality, persuasiveness, and attraction* employed to attract and engage guests and newcomers and to recruit and train volunteers to lead and assist with this ministry.
3. High level of *self-deference* for communicating with a wide array of individuals in an appropriate and diplomatic manner, regardless of the subject matter.
4. *Trustworthy* in dealing with people and keeping confidences.
5. High level *communicator* with proficiency in conveying messages through social media platforms, notes, emails, text messaging, etc.
6. *Aptitude for learning* new systems and becoming proficient in database software.
7. *Creativity* used to produce informative memos and public service announcements and to generate new methods and processes in all aspects relating to welcome and connection of guests and newcomers.
8. *Organized*.
9. *Collaborative* for working in a team environment.
10. *Self-motivated* as one who diligently works to accomplish goals and objectives.

Examples of Essential Duties and Major Responsibilities

- Advocate for a climate of hospitality at Messiah
 - Train and equip hospitality ministers to greet and welcome guests.
 - Promote Messiah within the Clark County community through all useful social media platforms and print means.
 - Monitor exterior and interior signage and change/create when necessary.
- Develop and weekly update and track prospect list from the following:
Weekend worship communication cards, member referrals, baptisms, weddings, funerals, Sunday School and VBS nonmember registrations, Messiah Preschool involvement, building users, phone and email inquiries, social media platforms, nonmember small group participants, etc. Provide pertinent data for church directory updates.
- Follow up on prospective members
 - Recruit, train and maintain volunteer teams for follow-up ministry

- Make initial contact with first-time guests at worship
 - Extend invitations to upcoming events
 - Conduct surveys for evaluation of Messiah’s effectiveness
- **Newcomers / Member Orientation**
 - In consultation with the pastors, provide for newcomer / new member orientations
 - Gather necessary data from newcomers and new members, e.g., confidential forms, pledges, gift inventories, etc.
- **Connection**
 - Provide follow-up using all means possible to facilitate newcomer/newer member participation in ministries; possess and maintain a high level of computer software knowledge (Word, Excel, ability to use the internet, post to social media sites, electronic filing skills)
 - Advocate for newcomer and new member participation in all activities of Messiah
 - Facilitate ongoing networking to connect existing members to each other—and to ministries that might engage them—as opportunities arise.

Interpersonal Contacts

The Minister of Welcome is often the “first voice” of the congregation and this position serves as the communication focal point for guests and newcomers, especially as they are present for worship services. The Minister of Welcome is expected to respond to all inquiries either by directing the questioner to the appropriate person(s) or resources or by doing research and conveying a response in a timely manner to the questioner.

Knowledge, Scope and Expectations

The Minister of Welcome must perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employees or others, or affecting their ability to perform their duties.

Knowledge

- Familiarity with (or ability to learn) Messiah’s ministries, staff, and key lay people is essential to connecting newcomers and guests to ministries.
- A basic understanding of (or ability to learn) the foundations of Christian theology and Lutheran tradition within it.

Accountability and Job Scope

- The Minister of Welcome serves within parameters established by the church leadership team and the supervisory pastor(s). The Minister of Welcome is encouraged to bring proposals for operational improvements to supervisory pastor(s) before implementation. Exceptions may be made for operations that do not directly affect the work of other staff or volunteers.
- Assessment of job priorities are subject to direction from supervisory pastor(s), however for most daily operations it is the responsibility of the Minister of Welcome to arrange work time to achieve daily tasks and accomplish important assignments in an efficient and timely manner.

Expectations

- Regularly attend scheduled worship opportunities including Lenten and Holy Week worship, funerals, weddings, as well as other occasional services and other key programs and community events
- Meet or exceed all ministry requirements and to strive for a standard of excellence
- Strive for high guest satisfaction, always being helpful and pleasant
- Continual improvement of skill set.
- Achievement of results that build up and support the work of other staff members
- Respectful, approachable, and team-oriented, always building working relationships and a positive work environment
- Demonstrative leadership in assigned areas
- Completion of required tasks
- Empowerment of others to some aspect of ministry
- Receptive to feedback, willing to learn, and embracing continuous improvement
- Exemplary stewardship of time, talents and budget
- Positive representative of the congregation in all social and community contexts
- Continued development and growth as a Christian

Education & Experience

Some college education is preferred. Experience in church welcome ministry, customer service, or any combination of skills and experience that provide equivalent qualifications.

Certificates, Licenses, Registrations

must have

- Successful completion of background check
- Current and valid driver's license and reliable transportation

Working Conditions

The working conditions are those of an inside office. Moving between rooms and up and down stairs is required. Carrying loads not to exceed 20 pounds may be required. Occasional work after normal office hours may be required for special events. Chemical exposure is limited to office and cleaning supplies. You will share your office workspace with other employees and volunteers as needed.

Working Environment and Scheduling

Requires flexibility in hours available to work, which will include evenings and weekends. While the position is considered part-time, there may be times where more hours will be required to fulfill the responsibilities of the position. Furthermore, it is recognized that the schedule may vary at different times of the year. For example, Advent, Christmas, Holy Week, and Easter are generally times when the position requirements will be most demanding.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.