



92 Lifespring Way, St. Johns, FL. 32259  
www.creeksidechristian.com

## **JOB DESCRIPTION: Guest Relations & Event Coordinator**

**DATE PREPARED:** 2/25/26

### **Position Summary**

The Guest Relations and Event Coordinator plays a key role in creating a warm, organized, and welcoming environment for every person who visits the church. This part-time role oversees all “front of house” teams—including Hospitality (Café), Greeters, Next Steps, and Ushers—and ensures excellence in the Sunday morning guest experience. In addition, this position assists with planning and preparing churchwide events, working closely with ministry leaders to coordinate logistics, hospitality, and volunteer involvement.

Sunday availability is required.

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### **Key Responsibilities**

#### **Team Leadership & Coordination**

- Oversee the Hospitality Team, Greeters, and Ushers, providing clear expectations, encouragement, and week-to-week support.
- Recruit, schedule, train, and coach volunteers to create an environment marked by warmth, excellence, and Christ-like hospitality.
- Develop and update training materials, service roles, and team processes.

#### **Sunday Operations & Guest Experience**

- Provide on-site leadership every Sunday, ensuring all front-of-house teams are prepared, equipped, and ready to serve.
- Welcome guests and assist them with information, wayfinding, or next steps.
- Monitor traffic flow, seating, and café activity to ensure a smooth and positive guest experience.
- Troubleshoot and respond to issues as they arise, coordinating solutions with other ministry areas.

- Equip greeters and ushers to create a welcoming environment at every entry and gathering space.
- Provide training in safety, emergency protocols, and accommodating guests with special needs.

### **Event Planning & Preparation**

- Partner with ministry leaders to plan and prepare for churchwide events (e.g., holiday gatherings, outreach events, celebrations, volunteer events).
  - Coordinate front-of-house logistics for events including hospitality, signage, wayfinding, setup, teardown, and volunteer coverage.
  - Assist with event timelines, checklists, and preparation of materials or supplies.
  - Serve as an on-site hospitality leader during events, ensuring guests have a positive and seamless experience.
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### **Qualifications**

- A growing relationship with Jesus Christ and alignment with the mission and values of the church.
  - Strong leadership skills with experience coordinating volunteers or teams (church or nonprofit preferred).
  - Excellent people skills with a heart for hospitality and serving others.
  - Strong organizational and administrative abilities; able to manage multiple tasks with attention to detail.
  - Experience in event planning or event coordination is a plus.
  - Able to remain calm, flexible, and solutions-focused during busy Sundays and events.
  - Able to lift/move supplies, signage, and hospitality materials as needed.
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### **Schedule & Hours**

- Part-time; typically 15-20 hours per week
- Sunday presence required, along with some weekday hours for planning and event preparation.
- Evening or weekend hours may be required for churchwide events.