



JOB DESCRIPTION

DATE: Nov 12, 2025
JOB TITLE: **Guest Services Coordinator**
LOCATION: Cedar Falls Campus
REPORTS TO: Worship and Production Coordinator
FLSA STATUS: Part-Time 15 hours/week, Non-Exempt
WEEKENDS: Yes

SUMMARY

The Guest Services Coordinator leads all weekend aspects of the guest experience at the Cedar Falls Campus. This position recruits and develops Guest Services teams—including Greeters, Ushers, Parking, Children's Check-In, and Café volunteers—and coordinates paid, on-site security. This role champions hospitality, connection, and environmental excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Other duties, in addition to these may be assigned.

- Lead, train, and support Guest Services volunteers, including Greeters, Ushers, Parking, Children's Check-In, Café, and Security teams.
- Maintain environments that reflect accessibility, excellence, and hospitality across the Lobby, Café, Children's Check-In, and Worship Center.
- Champion the guest experience by helping new and existing attendees take steps toward connection and engagement.
- Partner with the Discipleship Director to implement central initiatives such as Easter and Christmas services, volunteer development efforts, and vision casting for Guest Services.
- Execute assigned projects and initiatives with excellence and minimal oversight.

SUPERVISORY RESPONSIBILITIES

- The Guest Services Coordinator will oversee volunteer teams of 115+ individuals.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Successful candidate must be a Christian and fully support the philosophy of Prairie Lakes Church and its leadership team. The individual's commitment to Christ will be evidenced in his/her personal life, family relationships and ministry. The candidate's daily walk with God will be an example to all.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma required.

- Proven track record in a leadership and/or coordinator role is required.
- Experience in effective leadership in a ministry setting is preferred.
- Experience working with volunteers and/or customer service experience preferred.

LANGUAGE SKILLS

Strong interpersonal skills. Ability to effectively present information and respond to questions from students, parents, staff, or leadership team. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write routine correspondence. Ability to effectively communicate verbally with church members, vendors, and other employees of the organization, using proper grammar without dialect or slang. Ability to speak effectively before groups. Ability to read, analyze, and interpret general business documents

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems efficiently and effectively while maintaining good working relationships.

OTHER SKILLS AND ABILITIES

- Able to work efficiently and effectively in team situations is critical, as well as being able to work independently.
- Proficient in use of communication tools, i.e. cell phones, internet, Facebook and other social media, texting, etc.
- Possess solid time management and organizational abilities. Able to coordinate several activities at one time and able to quickly analyze and resolve specific problems is important.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. Local travel is routinely required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The building is multi-level with stairs, but is handicapped accessible and equipped with an elevator. This campus has a nonsmoking environment.

COMMENTS

The above statements are intended to describe the general nature of this job and the level of work performed by employees in this position. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by their supervisor.

Requirements are representative of minimum levels of knowledge, skills, and/or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Approved by Employee _____ Date _____

Approved by Supervisor _____ Date _____