**Guest Experience Team**

**Role and Description of Lead Team**

Guest experience is all about **PEOPLE**! From the streets to the seats, we do everything we can to make anyone, and everyone feel welcomed and loved! It is our desire to create spaces where people can feel at home and comfortable enough to allow their guards to go down and their faith in Jesus to go up! Whether it's greeting, section hosting, scheduling, coffee, ushering or parking we believe we are called to be the warmest, most welcoming people who set the tone for everyone who walks through our doors. As a lead team member, you motivate, develop team strength and assist team lead members in their roles.

**Purpose:** To lead and support the team with guidance and motivation needed to make guest experience a warm and welcoming environment for guests arriving/entering the sanctuary on Sundays. Work hand in hand with team lead staff with issues/concerns with scheduling, problem solving and working together for the mission and vision of the church.

**Key Attributes:**  
HONESTY & INTEGRITY  
AVAILABILITY  
EMPATHY / LOVE  
HUMILITY  
CALLING  
COURAGE

MOTIVATION  
  
**Expectations:**  
Support the team with any concerns and problem solving to do with your role

Cultivate community

Communicate with team lead staff and make decisions, aligned with vision

Work together with the team to make guest experience better for guest

***Responsibilities:***

* Ensure with the team that scheduling through PCO Services/Google Sheet is ready for each Sunday
* Communication/community with the team (if concerns/issue, team lead will communicate with you)
* Ensure with team lead staff each Sunday is managed/covered by themselves or an assigned point person (even yourself if needed)
* Step in and help lead on Big Sundays in key areas (i.e., Super Bowl, Easter, Mother's Day, Father's Day, Best Day Ever, We Week, Staff Advance, Christmas Adam/Eve, New Year's Eve)
* Meet with the team regularly
* Gather feedback from the team through team debriefs
* Recruit team members and identify team leads

***Time Commitment:***

* Approximately 1 hour per week (communication with the team, review of scheduling, debriefs with team lead staff)
* Sundays are dependent on whether lead team is serving in own area and being willing to step in when needed (lead by example)
* Monthly leadership meetings with Jess and team lead staff online (once a quarter in person)
* Any team building/training nights scheduled throughout the year