



Guest Services Assistant

West Ridge Church, located in NW Atlanta, was founded in 1997 by Senior Pastor Brian Bloye. West Ridge has grown from just a handful of people meeting in an elementary school to over 5,000 people attending weekend services. Known as a non-traditional church, the mission of WRC has always been to lead people on a life-changing journey to become fully devoted followers of Jesus Christ. The Administration team exists to empower the ministries of the church and ensure we are good stewards of the resources that God has entrusted to us.

ROLE SUMMARY

The Guest Services Assistant is responsible for providing the administrative, communications, and operations support necessary to help guests and church family feel welcomed and to help them get connected. In guest services we care about every moment that a person experiences while they are with us from the street all the way until they take a seat. Guest Services at West Ridge Church includes the following teams: Parking team, Greeter team, Help Center team, Host team, Safety team, and ins and outs of the Team West Ridge Serving culture.

KEY RESPONSIBILITIES

Assisting Guest Services Director:

- Assist with the coordination of Sunday serving teams including being present on Sunday and ready to step in where needed.
- Lead and staff the Sunday help center team for all services.
- Coordinating and updating all printed materials for guest services orientations, trainings and other events.
- Coordinating and keeping inventory of guest services supplies: (offering envelopes, umbrella bags, bibles, ear plugs, nametag holders, team event invites, birthday cards, etc.)
- Maintain relationships and correspondence with vendors.
- Coordinating the event planning and implementation of Guest Services Team Member Events (registration forms, child-care, set up, food, etc.).
- Assist with quarterly Guest Services Coach dinners/meetings, including ordering meals, set up and clean up.
- Coordinating the follow-up process of all potential team members for Guest Services including the coordination of the orientations for all new potential team members.
- Assisting with the planning and implementation of other Guest Services activities and special events (orientation, training, funerals, etc.)
- Working alongside the other ministry areas and provide support with their unique team member culture (creating clarity for pastors/directors and their staff teams on staff culture strategies and practices).
- Coming alongside the Guest Services ministry in helping us to achieve our vision of making a way for people to experience Jesus.
- Continuing to bring a great serving culture and experience in all we do.

QUALIFICATIONS & REQUIRED SKILLS

- Proficiency in Microsoft Word, Excel, and Outlook
- Ability to produce great work results through relentless organization, uncompromising integrity, effective communication and proactive problem solving.
- Ability to serve a team helping to bring vision and values to life through administration and organization.
- Experience working in a team oriented and collaborative environment.
- Desire to serve, support, and care for others.
- Staff member is responsible to enlist, equip, empower, and encourage team members to assist in doing the work of the ministry.

West Ridge Church | Guest Services Assistant

Schedule: TBD, will include Sunday hours. Schedule may need to be adjusted for special events.

Average Hours/Week: 20-25

Status: Part Time

Location: West Ridge Church - Dallas, GA

Reports To: Guest Services Director

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of employees. West Ridge Church Leadership reserves the right to revise the position, its job functions, minimum qualifications and other aspects of the position in any way at any time.