



Position Description –International Headquarters

Date	1 September 2021
Title	International Headquarters (IHQ) Hospitality Minister
Education Requirements	Bachelor’s Degree Desired/Seminary Education Desired
Experience Required/Desired	5 to 7 years
Immediate Supervisor	Business Operations Manager
Employment Status	<input checked="" type="checkbox"/> Full Time (40 hours per week) <i>Note: Weekend hours expected</i> <input type="checkbox"/> Part Time (20 hours or more per week) <i>List hours per week: Click here to enter text.</i> <input type="checkbox"/> Part Time (under 20 hours per week)

Summary of Position	<p>An ordained minister in Community of Christ leading the Independence Hospitality Ministry Team who are the Community of Christ International Headquarters (IHQ) public face for all callers and visitors to the Temple Complex. Fosters an invitational culture that reflects the identity, mission, message, and beliefs through the coordination of ministries provided through the Temple Front Desk. Supervises the staff (employees and volunteers) who provide hospitality ministries at the Temple front desk as well as host and support tours. Interfaces with other teams providing telephone operator function, scheduling public events, and other ministries at the Temple Complex.</p>
Essential Functions	<ol style="list-style-type: none"> Supervises positions such as the front desk host, tour hosts and guides, and other positions required to provide the public face for the Community of Christ International Headquarters. Schedules, trains, evaluates, and provides overall management of the Hospitality Ministry Team Manages all Temple Complex tours coordinating the end-to-end process including scheduling, fee structure, hosting, and evaluating. Provides basic priesthood duties as needed including confidential priesthood ministry and sharing of the church’s sacraments as part of the overall hospitality ministry; Coordinates a chaplain program if provided.

	<ol style="list-style-type: none"> 5. Demonstrates welcoming, hospitality, and inviting skills which embody the identity, mission, message, and beliefs of Community of Christ while being open to people of all faith and non-faith backgrounds. 6. Operates and maintains processes to connect people with correct offices when they are not sure where to go or who to call, which includes providing switchboard support for IHQ. 7. Develops and manages Hospitality Ministry Team budget, including managing tour income. 8. Manages development of schedules for supporting ministries required on days the Temple Complex is open to the public and providing tours which are typically Tuesdays and Thursdays and sometimes Saturdays. 9. Oversees the development and presentation of all visitor information including Temple foyer track rack, other displays in the Temple first and second floor foyers, tour wands, etc. 10. Participates on other teams as needed to coordinate hospitality services and ministries at the Temple Complex. 11. Represents Community of Christ, as needed, on local boards and councils related to tourism in Independence and the greater Kansas City area.
Competencies/Skills	<p>Required</p> <ol style="list-style-type: none"> 1. Customer Focus 2. Multi-tasking oriented 3. Organizational Knowledge 4. Approachability 5. Directing Others 6. Listening 7. Problem Solving Skills 8. Understanding Others 9. Oral and Written Skills 10. Self-starter
Supervisory Responsibility	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Staff supervised include volunteers who are supporting various ministries and oversight of positions on other teams who are providing key functions related to hospitality ministries at the Temple Complex.</p>
Registered Youth Worker/Anti-Harassment Training	<p>Registered Youth Worker through Community of Christ or willing and able to successfully obtain the registration within 30 days of hire. Anti-harassment training will also be required within 30 days of hire and then required annually.</p>
Other Duties	<p>Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Other duties, responsibilities and activities may be assigned when necessary.</p>
Overtime Status	<p><input checked="" type="checkbox"/> Ministerial position Tier 2 Minister <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt</p>