

JOB TITLE: Hospitality & Facilities Director

REPORTS TO: Worship Arts Team Lead to Executive Pastor to the Lead Pastor

POSITION STATUS: Full-time – 40 hrs/week

POSITION PURPOSE:

This role plays a key role in shaping the atmosphere of welcome, hospitality, and care within the church. This position ensures every guest feels valued and supported as they connect into the life of the church, while also overseeing the stewardship, maintenance, and functionality of the facility. The position requires someone who can balance relational warmth with administrative diligence and operational oversight.

KEY AREAS OF RESPONSIBILITY:

Guest Experience and First Impressions:

- Serve as the initial point of contact and provide ongoing follow-up for newcomers, helping them discover their place within the church community and supporting their integration into the Discipleship model.
- Provide leadership for First Impression teams (Greeters, Hosts, etc.) to ensure excellent guest experiences and develop strategies to make guests feel welcome.
- Recruit, develop, and coordinate Usher and Safety teams to ensure a safe and secure environment during services and events.
- Oversee the physical environment of the Atrium and Café areas.
- Point leader on executing large-scale church events that foster community and local outreach.

2. Facility and Maintenance Management:

- Facilitate and oversee all maintenance, repairs, and inspections of the facility, outsourcing services when required.
- Oversee upkeep of all church grounds, including landscaping and parking lot care.
- Recruit and manage facility volunteers (set up, maintenance, grounds care).
- Consult with the Executive Pastor on annual budget requests for facility operation needs.
- Facility booking point person, and custodial support when required.
- Maintain an updated facility equipment inventory and equipment purchase/replacement plan.
- Facilitate service agreements and outsourced facility services as needed.
- Staff Workplace Health & Safety representative.
- Other duties as required.

QUALIFICATIONS:

- Experience in the hospitality, operations and/or facility management, preferable in a ministry or non-profit setting.
- Demonstrated ability to recruit, train, and lead volunteer teams.
- Strong interpersonal, communication, and conflict-resolution skills with genuine ability to connect warmly with others.
- Proven skill in organizing multiple priorities, managing budgets, and coordinating projects.
- General knowledge of facility systems (HVAC, electrical, plumbing), and maintenance practices.
- Familiarity with event planning, vendor management, and safety compliance.
- Proficiency with computer software including Microsoft Office, database systems, and scheduling tools.
- A committed follower of Jesus Christ who supports and reflects the church's mission, vision, and values.
- Display maturity, initiative, and discernment; approachable and dependable in both leadership and service.
- Willingness to work flexible hours, including evenings, weekends and special events.

What will help you thrive:

- A customer service and hospitality mindset.
- A keen attention to detail.
- A flexible attitude with a willingness to work variable hours, adjusting to ministry priorities.

TO APPLY:

Email your cover letter and resume to dwayneb@gpalliance.ca.

This position will remain open until the suitable candidate is selected.