

# NHB Hospitality Coordinator – Job Description

**Role Description:** Hospitality Coordinator

**Hours:** Part-time, 15 hours per week

**Reports to:** Lead Pastor / Executive Pastor

## Job Purpose

The Hospitality Coordinator leads and cultivates the ministry of welcome at New Heights Bentonville. This role ensures that every guest and member experiences a safe, warm, and Christ-centered environment on Sunday mornings and during special events. Through leadership of volunteers, coordination with security, and oversight of hospitality details, this role advances the mission of helping people feel at home in the family of God.

## Key Responsibilities

### Hospitality Leadership

- Lead the vision and direction for hospitality ministries at NHB.
- Oversee Sunday morning teams: Ambassadors, Greeters, Ushers, Parking, Coffee, Communion, Donut Replenishment, Donut Retrieval, Security and Offering.
- Provide training, encouragement, and direction for all hospitality volunteers.

### Sunday Morning & Special Events

- Ensure seamless set-up and tear-down of hospitality supplies and spaces.
- Monitor parking team placement and flow for safety and accessibility.
- Coordinate treatment of the parking lot in inclement weather (salting, snow/ice removal, etc.).
- Plan and lead hospitality support for special events (holiday services, vision nights, ministry fairs, etc.).

### Volunteer Care & Development

- Recruit, train, and schedule volunteers for all hospitality roles.
- Spiritually invest in volunteers, fostering a culture of joy, unity, and service.
- Celebrate and affirm volunteers regularly through encouragement and gatherings.

### Security Coordination

- Collaborate with security team and off-duty police officers to ensure safe and welcoming environments.
- Communicate hospitality plans that affect safety and entry points.
- Ensure volunteers understand and follow security and safety protocols.

### Administrative Oversight

- Maintain schedules, rosters, and communication with hospitality volunteers.
- Track supply inventory and coordinate purchases within budget.
- Partner with church staff to align hospitality ministry with NHB's mission and values.

## Key Strengths Required

- Relational Warmth: A welcoming presence that models the love of Christ.'
- Leadership: Ability to recruit, organize, and encourage volunteers.
- Administrative Skill: Organized and detail-oriented in scheduling and planning.
- Problem-Solving: Flexible and proactive under pressure.
- Team Player: Collaborative with staff, volunteers, and security personnel.

## Qualifications

- Growing personal relationship with Jesus Christ.
- Heart for serving people with warmth and excellence.
- Strong organizational and communication skills.
- Previous experience in hospitality, volunteer coordination, or ministry leadership preferred.

## How to Apply

Apply online: [nhbentonville.com/jobs](http://nhbentonville.com/jobs).

## New Heights Bentonville Staff Values

1. Trust – “We are trustworthy people and work to build trust with each other.”
2. Honor – “We serve, respect, and defend one another. We pursue each other in healthy conflict.”
3. Clarity – “We over-communicate and strive for clarity in all interactions.”
4. Grit – “We work hard, take ownership, and don’t shy away from taking faith-filled risks.”
5. Growth – “We pursue excellence and seek every opportunity to grow. We are open to input from others.”