



JOB DESCRIPTION

Job Title: Serve Director

Job Type: Full-Time

Reports To: Discipleship Director

OVERVIEW

The **Serve Director** oversees the Guest Services Team for all Cedarcrest services, ensuring systems and processes are in place to welcome and serve the people of Cedarcrest Church. This role requires a passion for developing leaders and helping people take their next steps. The Serve Director also collaborates with the Discipleship Director to provide support for local, national, and international Impact opportunities.

KEY RESPONSIBILITIES

Guest Services

- Oversee the Guest Services Team to provide an exceptional and seamless experience from the time guests arrive on campus to the time they exit the parking lot during Sunday services and special events (e.g., First Wednesdays, 21 Days of Prayer, Freedom Weekends, etc.).
- Effectively lead huddles and train teams for services and events.
- Cast vision for excellence with a focus on welcoming, informing, and serving.
- Create and maintain a strong team culture by recruiting, training, and developing team members, team leaders, and coaches.
- Ensure consistency in all systems and procedures related to Guest Services.
- Develop and maintain a training strategy for onboarding new Guest Services team members.





Growth Track

- Oversee all aspects of Growth Track, the primary pipeline process for helping people take their next steps by discovering their purpose and using their gifts at Cedarcrest Church.
- Collaborate with individual departments to identify and recommend potential leaders for various ministry areas.
- Continuously measure and improve leader development systems, including tracking individual progress and overall pipeline metrics.

Impact

- Help connect individuals and small groups to new and existing Impact opportunities locally, nationally, and internationally.
- Assist in promoting Cedarcrest Church through partnerships with designated local nonprofits, schools, and organizations.
- Work with teams to facilitate and implement large-scale Impact events throughout the year (e.g., Serve Saturday, Project Thanksgiving, Christmas Wish, etc.).

QUALIFICATIONS

- Undergraduate degree preferred or equivalent experience.
- Proficient in Mac OS, Outlook, Microsoft Word, Excel, and Google Workspace tools (Forms, Docs, Drive, Mail, Calendar, etc.).
- A committed follower of Jesus who models Cedarcrest Church's mission, vision, and values.
- Strong interpersonal and relationship-building skills.
- Self-starting, self-directed, and goal-oriented.
- Thrives in a team environment and has a collaborative mindset.
- Willing to complete additional training as needed (e.g., Freedom Group, Discipleship School, offsite conferences).
- Passionate about developing and empowering leaders.
- Proven track record of living life on mission and a heart for serving both inside and outside the church.
- Comfortable and effective at communicating in front of both small and large groups.





WORK ENVIRONMENT

- Full-time: 40+ hours per week (Sun–Thurs)
- Availability for some early mornings, nights, and weekends as required.

APPLICATION INSTRUCTIONS

To apply, please submit your resume and cover letter through our website:
www.cedarcrestchurch.com/jobs

