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| <b>Position Title:</b>   | Events Director  |
| <b>Reporting to:</b>     | Senior Associate Pastor of Weekend Services, Ministry Development, and Operations      |
| <b>Support given to:</b> | Staff, Facility Manager, Worship Arts Pastor, Ministry Leads, and Facility User Groups |
| <b>Classification:</b>   | Support Staff Full Time 32 Hours Per Week, including weekends and some evenings        |
| <b>Compensation:</b>     | Salary \$30,000 – \$36,000 per annum plus benefits                                     |

### **Purpose**

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The Events Director is responsible for all aspects of guest connection during weekend services and special events and serves as point of contact on the front lines to provide exemplary service to all persons and user groups requesting to use the KAC facility.

### **Key Roles / Responsibilities**

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#### **Event Management (70%)**

##### **Facilitation of Weekend Gatherings**

- Be an onsite presence for at least 85% of gatherings and events ensuring that guests and host teams are greeted warmly.
- Schedule Host Teams for the hospitality positions (Guest Services, Greeters, Ushers, Hospitality, Parking attendants).
- Recruit, develop, and train Host Team volunteers to provide exemplary service in all areas of hospitality.
- Develop systems to sustain smooth transitions and operations week over week.

##### **Facilitation of Events**

- Serve as point person and provide oversight of events held at KAC for external user groups, church ministry related groups, special church events, and staff events. *(See Appendix A: Sample of KAC Events.)*
- Coordinate with leadership to ensure the church calendar stays current with open times to accommodate meetings and classes as the need arises.
- Communicate with user group contacts to ensure the correct rooms and equipment are accounted for on the PCO Calendar.
- Communicate with the Facilities Manager about room set up and the Tech department for equipment needs.
- Collect completed contracts and certificates of insurance and ensure user groups follow KAC policy.
- Coordinate with the finance team for invoicing external user groups and collection of payments.
- Coordinate building access for user groups and ensure requested amenities are on hand prior to the event starting.
- When booking weddings, communicate with the officiating Pastor to ensure all expectations are met.
- When booking memorials, communicate with the officiating Pastor and coordinate services with the Memorial Coordinator, Facility Manager, Technical Department, and Worship Arts, if musicians are requested.
- When planning staff events, coordinate a team to assist with planning and execution.
- Develop Host Leads to provide an onsite presence when required:
  - Weddings and Memorials are dealt with firsthand and will need a Host to remain on site.
  - External user groups will need a Host to remain on site.
  - Ministry groups with facility access will host their own event.

#### **Leader Training and Development (20%)**

- Cast vision for excellence by emphasizing the welcoming, informing, and serving of guests at all events.
- Develop and implement scalable systems, processes, and standard operating procedure for the effective and friendly connecting of guests.
- Identify and engage new Host Team volunteers.
- Provide departmental leadership for events and hospitality teams.



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- Recruit, coordinate, oversee, and manage the training of Host Team volunteers.
- Recruit, develop, and deploy leaders and teams to excel in their roles, who will then coordinate and oversee events.
- Mentor developing Host Teams through encouragement, appreciation, connection, training, and evaluation.

#### **Administration (10%)**

- Responsible for monitoring the PCO Calendar, reviewing booking requests, and keeping details up to date.
- Ensure PCO booking conflicts are resolved quickly and efficiently to everyone's satisfaction.
- Collaborate with Department Directors to ensure lobby signage, event sign-ups, and other guest services logistics and materials are current, available, and accurate for all events as needed.
- Be in communication with the Facilities Manager and Technical Department to coordinate details for events.
- Hold an event debrief with involved parties to ensure KAC events are meeting or exceeding expectations.
- Weekly communication with the Direct Report, Facility Manager, Tech Team, Host Teams, Host/Point Pastor.
- Provide schedules for the Host teams both long term for gatherings and short term for events when needed.
- Record pertinent information to the Metrics and Event Log and provide a monthly report.
- Attend monthly Operations Lead Team meetings and others as needed for planning and executing events.

#### **Competencies and Qualifications**

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- Able to work in a large, multi-staff setting and collaborate effectively in cross functional teams utilizing highly developed communication, project, and time management skills.
- Ability to work positively in a team-based environment both as a team player and a team builder.
- A self-starter with the ability to balance the details with the big picture perspective, who can manage responsibilities and delegate as necessary.
- Experience in supervising, motivating, and encouraging others with a proven ability to work with and through leaders.
- Desire to lead with excellence and passionate about bringing God's people close to His heart.

#### **General Responsibilities & Expectations**

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The Events Director ought to:

- know Jesus personally and love Him whole-heartedly. This should be evidenced through spiritual growing and an obvious love of Jesus.
- engage in practices that help us grow in a personal relationship with Jesus.
- participate in church life through regular attendance at, and participation in, weekend gatherings and other group ministries.
- live by and contribute to the KAC Employee Culture Creed.
- agree to and sign the Christian and Missionary Alliance Statement of Faith, Statement on Human Sexuality, and the KAC Team Covenant.

#### **Acknowledge and Acceptance**

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\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date of Acceptance

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Employee Signature

\_\_\_\_\_  
Tim Hoogenboom | Senior Associate Pastor

**Appendix A: Sample of KAC Events**

*This is meant to be sample of recurring and annual events and is subject to change to fit the needs of KAC.*

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| <p><b>September:</b></p> <ul style="list-style-type: none"> <li>o Kick Off Sunday</li> <li>o Connection Sunday</li> <li>o Host Ministerial Lunch</li> <li>o Annual General Meeting (AGM)</li> <li>o Truth and Reconciliation Day</li> <li>o Revive Dinner &amp; Worship</li> </ul> | <p><b>October:</b></p> <ul style="list-style-type: none"> <li>o Meet &amp; Greet</li> <li>o Membership Class</li> <br/> <li>o Revive Dinner &amp; Worship</li> </ul>                          | <p><b>November:</b></p> <ul style="list-style-type: none"> <li>o Elder Retreat</li> <li>o Staff Retreat</li> <li>o Baking cookies</li> <li>o KSO Concert</li> <br/> <li>o Revive Dinner &amp; Worship</li> </ul> |
| <p><b>December:</b></p> <ul style="list-style-type: none"> <li>o Advent season</li> <li>o Christmas Connections</li> <li>o Staff Christmas Lunch</li> </ul>  | <p><b>January:</b></p> <ul style="list-style-type: none"> <li>o New Year's Day Skate</li> <li>o Harper Mountain</li> <li>o Membership Class</li> <li>o Revive Dinner &amp; Worship</li> </ul> | <p><b>February:</b></p> <ul style="list-style-type: none"> <li>o Lent</li> <li>o Meet &amp; Greet</li> <li>o Marriage Conference</li> <li>o Revive Dinner &amp; Worship</li> </ul>                               |
| <p><b>March:</b></p> <ul style="list-style-type: none"> <li>o Lent</li> <br/> <li>o Membership Class</li> <li>o Revive Dinner &amp; Worship</li> </ul>   | <p><b>April:</b></p> <ul style="list-style-type: none"> <li>o Lent</li> <li>o Easter</li> <li>o KSO Concert</li> <li>o Revive Dinner &amp; Worship</li> </ul>                                 | <p><b>May:</b></p> <ul style="list-style-type: none"> <li>o Us Together</li> <li>o Mother's Day</li> <li>o Membership Class</li> <li>o Revive Dinner &amp; Worship</li> </ul>                                    |
| <p><b>June:</b></p> <ul style="list-style-type: none"> <li>o Father's Day</li> <li>o Staff BBQ</li> </ul>  | <p><b>July:</b></p>   | <p><b>August:</b></p> <ul style="list-style-type: none"> <li>o KAC Campout</li> <li>o All Staff Meeting Day</li> </ul>   |