

MARANATHA BAPTIST UNIVERSITY

Job Description

Job Title: *Guest Services Director*

DEPARTMENT:	GUEST SERVICES	SUPERVISOR:	VICE PRESIDENT FOR ADVANCEMENT
EMPLOYEE NAME:		EMPLOYEE CLASSIFICATION:	S-2 PART-TIME 28HRS
PREPARED BY:	TIM MCPHILLIPS	DATE UPDATED:	SEPTEMBER 1, 2025

Summary

The Guest Services Director provides leadership in creating a Christ-centered, professional, and welcoming experience for all campus visitors. This role oversees guest hospitality, coordinates visits and events, supervises student ambassadors, and ensures that every interaction with Maranatha Baptist University reflects its mission to develop leaders for ministry in the local church and the world "To the Praise of His Glory." This is a part-time position with seasonal variation, requiring greater availability during the academic year and reduced hours in the summer.

Essential Duties and Responsibilities:

- Guest Experience & Hospitality
 - Serve as the primary point of contact for campus guests, including prospective students, alumni, donors, ministry partners, and visiting families.
 - Ensure every visitor receives a Christ-centered, professional, and welcoming experience that reflects the mission and values of Maranatha Baptist University.
 - Coordinate hospitality services, including campus tours, information sessions, lodging, dining, and event support.
- Event & Visit Coordination
 - Plan, organize, and oversee official campus visits, VIP tours, and special events involving external guests.
 - Work closely with Enrollment Management, Advancement, and Academic departments to customize visit experiences that align with guest needs.
 - Manage scheduling systems for campus visits and coordinate logistics with faculty, staff, and student hosts.
- Team Leadership & Training
 - Recruit, train, and supervise graduate assistants and student employees who assist with tours and guest services.
 - Provide professional development and spiritual example to ensure team members represent MBU with excellence.
 - Foster a culture of service and hospitality within the Guest Relations team.
- Communication & Relationship Building
 - Maintain regular communication with guests before, during, and after their visit to ensure follow-up and relationship cultivation.
 - Support Advancement by strengthening connections with alumni, donors, and ministry partners through personalized guest experiences.
 - Collaborate with Enrollment Management to support recruitment goals by ensuring prospective students and families feel informed and welcomed.
- Operational & Administrative Oversight
 - Develop and maintain policies, procedures, and best practices for campus guest relations.
 - Oversee guest registration systems, visit materials, and hospitality budgets.
 - Monitor feedback, track visitor engagement, and prepare reports to evaluate guest satisfaction and recommend improvements.

- Mission & Spiritual Emphasis
 - Model Christlike service and hospitality in all guest interactions.
 - Integrate Maranatha's mission of "Developing leaders for ministry in the local church and the world 'To the Praise of His Glory'" into every aspect of the guest experience.
 - Encourage spiritual engagement opportunities for visitors when appropriate.

Supervisory Requirements:

- Supervise graduate assistants, student workers and volunteers.

Qualification Requirements:

- Ability to work independently and exercise initiative.
- Proficiency in general computer applications, with moderate expertise in Microsoft Word, Excel, Jenzabar, and Salesforce.
- Familiarity with standard office procedures, telephone systems, and general office equipment.
- Sound judgment and ability to operate effectively within established policies and procedures.
- Strong interpersonal skills to collaborate with colleagues and interact professionally with the public.
- Excellent verbal and written communication skills, including the ability to give clear directions with tact.
- Knowledge of the university, its programs, and its personnel.

Physical Requirement/Working Conditions:

- Frequent use of a computer and related technology.
- Occasional lifting and carrying of supplies or materials.
- Regular use of a telephone and other communication devices.
- Routine walking and stair climbing as part of daily activities.

Evaluation

Performance of this position will be evaluated under the provisions of this description and policies of the Maranatha Baptist University Staff Handbook.