

# XCEL Sports Front Desk Associate

---

**Job Title:** Xcel Sports Front Desk Associate

**Team:** Xcel

**Reports To:** Xcel Sports Manager

**Status:** Part Time (20-25 hrs/week); Non-exempt, opening and closing shifts available, hours negotiable

## Position Overview

The XCEL Sports Front Desk Associate is the first face of XCEL Sports and Alliance Church. They are to provide excellent customer service for an excellent membership experience.

## Responsibilities

The Front Desk Associate job will include, but is not limited to, the following:

- Greet and check in Sportsplex members with a friendly, enthusiastic attitude and servant's heart, demonstrating the love of Christ in word and action.
- Be open and willing to have spiritual conversations when appropriate.
- Be intentional about making connections with members, being aware of opportunities to connect them to Alliance Church.
- Use check-in software effectively and efficiently.
- Part-time staff: Operate M365, Teams, Outlook email, Outlook calendar
- Subs: Operate 7Shifts for scheduling needs and changes
- Support other XCEL Sports staff, as needed.
- Keep designated areas of the Sportsplex clean, orderly, and safe.
- Interact effectively and appropriately with members to maintain a family-friendly and God-honoring environment.
- Be familiar with all XCEL events and classes; have a general knowledge of Alliance events and classes in order to help members make connections with Alliance Church when appropriate.

## Spiritual Qualities Necessary:

- Born again Christian who agrees with the entire statement of faith of Alliance Church ([www.appletonalliance.org](http://www.appletonalliance.org)).
- Have a vibrant walk with God that is evident in daily life.

## Professional Qualities Necessary:

- Self-motivated, proactive, and forward-thinking; taking the initiative in getting things done.
- Team-player; willing to jump in wherever needed.
- Detail oriented, especially with systems and software.
- Must be CPR certified. If hired without certification, employment will be contingent upon having training scheduled prior to start date (the training can be after the start date, but it must be scheduled prior to day one). Periodic classes are available through Alliance Church to help with recertification.

## Other Qualities Preferred:

- Active in sports and/or fitness



## STRATEGIC FRAMEWORK

---

### VISION/PURPOSE:

Connecting the world with God and one another.

### MINISTRY VALUES

1. Bringing glory to God and reaching people for Jesus Christ drives everything we do.
2. All of our ministries are to be Biblically sound, culturally relevant, and supported with prayer.
3. God's Word is truth and we trust it above anything else to make a lasting impact on those we touch.
4. Individual and corporate worship is critical to our spiritual health and relationship with God.
5. Our fellowship is focused on shepherding and caring for one another.
6. Our evangelism is driven by a sincere burden for all people and is worldwide in its impact.
7. Our ministry is done with excellence and sense of urgency because it honors God and inspires people.
8. We will never lose sight of our vision.

### MINISTRY PHILOSOPHY

#### Simple Purpose, Simple Church

Our purpose is simple: Connecting the World with God and One Another. Our church structure, programming and ministries will follow our simple discipleship process. All we do will be understandable and easily accessible. We will strive to have a minimum amount of bureaucracy.

#### Strategic and Effective

We minister with a sense of urgency; the stakes are heaven and hell for the people we serve. Everything we do will be strategically planned, focused on the vision and measured for outcomes. Our measure of "success" will be conversions, baptisms, spiritual growth and maturity, and the completing of the Great Commission.

#### Felt Needs First, Prescribed Needs Second

We will seek to meet people's felt needs first, then move people to the "prescribed" needs outlined in the Bible.

#### Come and See – Go and Be

We will partner with the congregation in doing Kingdom work. The staff's role will be to provide clear vision and effective programming. The congregation's role will be to invite people to come and experience what God is doing through Alliance Church and eventually engage in the discipleship process. We also encourage ministries and individuals to "go and be" the reality of Jesus Christ by sharing Christ's love through personal evangelism, community service and world missions.

#### Healthy Relationships

We work together as a team. We keep short accounts, will not let conflict simmer and have a never-ending focus on the vision. We will maintain a broad view and will not tolerate turf wars or personal kingdom building.

## STRATEGIC FRAMEWORK (continued)

---

**Servant Leadership**

We have a towel over our arm at all times. We have a positive attitude of joyful, humble service towards each other and the people we serve in and outside of our church.

**Stronger Together**

We will be a ministry that strategically and intentionally integrates ministries so they link together to produce healthy disciples of Christ that can advance the Kingdom as one.

**Complementarian**

Men and women equally share in the blessings of salvation; nevertheless, based on Scripture, some governing and teaching roles within the church are restricted to men.

**Healthy Leadership**

We are healthy, high capacity individuals. We maintain our spiritual, emotional, relational, mental, and physical health by keeping our priorities straight. We live up to our commitments to others and live lives of integrity, at home, at church, and in the community.

**Equip Future Leaders**

We will train, equip, and empower young leaders in all ministries to remain relevant and effective, both for today, and for future generations.