

# Hospitality & Events Director

Full time



## Overview

Reality San Francisco is a community following Jesus, seeking renewal in our city. Birthed in 2010, this non-denominational church has grown and matured over the past decade and now gathers in a permanent location in the heart of the Mission District. With a regular average in-person attendance of 1,000+ at our Sunday services, we continue to hope for and witness God's movement in San Francisco as it is in heaven.

We are seeking to hire a talented Hospitality & Events Director who will serve the vision of the Executive and Creative Teams by assuming responsibility of the planning, project management, and execution of all high-attendance events at a high level of creativity, care, joy, hospitality, and excellence.

The ideal candidate for this role would embody the responsibility, and attention to detail of a Wedding Coordinator, the tenacity and competency of a Project Manager, and the warmth and welcome of an excellent Host. This person should consider themselves an excellent collaborator and team-player with the gift of hospitality and a joyful disposition who is excited about the challenge of making sure our events are done with excellence, thoughtfulness, and experiential care, working diligently in service to our congregation and in submission to the Holy Spirit.

This person should delight in tending to the tiniest experiential details that make an event feel truly special and hospitable, as well as in the ownership and high-level responsibility needed to manage large-scale events, big budgets, and volunteer teams. An ideal candidate would love the opportunity to sit-in on an executive or creative brainstorm, and then be tasked with the responsibility of taking the baton of an idea from ideation to execution.

From Monday-Thursday, this person will function in large part as a planner and coordinator of all the details and elements that go into making our events and Sunday services feel warm, welcoming, and smooth. On Sundays, this person will own the felt experience of being welcomed into our building.

In addition to the responsibility of the high-level execution of our events, this person will lead the strategy, execution, and felt experience of our Sunday guest experience, ensuring that it is warm, welcoming, and reflective of our church's values. This person will also direct the off-stage experience "from streets to seats," making sure that every detail contributes to the overall pastoral and aesthetic vision of welcoming guests into our church home. This role is both highly relational and highly operational, requiring hands-on leadership, attention to detail, and a love for creating environments where people feel seen and welcomed.

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## Primary Responsibilities

### Sunday Service Coordinator

- Responsible for managing the scheduling, staffing, and coordination of our Sunday Service plan in Planning Center Online
- Owning the responsibility of taking the ideation and decisions made in the weekly Creative Team Meeting and putting them into action, formulating a clear and comprehensive service plan that our staff and volunteers can execute on Sunday mornings with maximal efficiency and clarity of communication
- Specifically, this means scheduling Communion, Scripture Readers, Gathering Hosts, and Special Elements (Child Dedications, Missions Partners, etc) and owning the communication of Sunday expectations, calltimes, etc for anyone contributing to the on-stage elements of our Sunday services

### Sunday Guest Experience

- Own and oversee the execution of all front-of-house guest experience elements on Sundays (e.g., signage, lighting, printed materials, space prep, volunteer placement) *(In Collaboration with Communications Director)*
- Lead the recruitment, onboarding, scheduling, training, and ongoing care of the Guest Experience volunteer teams (Greeters, Ushers, Coffee, etc.).
- Cultivate a culture of hospitality and service through vision-casting, coaching, and team development.
- Coordinate with operations, production, and pastoral teams to ensure seamless integration of Sunday service logistics.
- Ensure alignment of hospitality with broader spiritual formation and community assimilation goals.
- Manage Planning Center Online (PCO) as it pertains to the master planning strategy for all high-attendance church events, including the scheduling of staff for “All-Hands” events

### Special Services & Events

- Serve as the primary project manager and event producer/coordinator for the experience of high-attendance services: Christmas Eve, Easter Sunday, Good Friday, Ash Wednesday, and similar events.
- Collaborate with creative, pastoral, and operations teams to bring ideas to life through environmental design, volunteer integration, flow planning, and execution.
- Support and lead non-Sunday events such as lectures, conferences, and worship experiences as assigned.
- Develop and maintain event timelines, task lists, communication flows, and evaluations.
- Manage the budgets for the Sunday guest experience and special services, ensuring expenses align with planning priorities and providing accurate tracking for evaluation.

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- Source and manage vendors and rentals as needed for special events.

### Qualifications

- Love for Jesus and His Church
- Agreement with the statement of faith, theology, and philosophy of Reality SF, as evidenced by lifestyle
- Character and lifestyle of a deacon as described in 1 Timothy 3:8-13
- 3+ years of experience in event planning, project management, guest experience, or hospitality leadership.
- Experience recruiting and developing volunteer teams with care and purpose.
- Strong organizational and logistical skills with attention to detail.
- Excellent interpersonal and written communication skills.
- Ability to manage multiple events and projects at once with grace and clarity.
- Strong understanding of hospitality in a church or ministry context.
- Proficient with scheduling tools, project management software, and Google Workspace. Experience with Planning Center Online is a plus!
- Familiarity with audio mixing consoles and ideally presentation software, lighting software, and video systems
- Experience or willingness to learn new production/technical/admin. skills that may become required in the future
- An inherent desire to achieve exceptional results in collaboration with the staff and volunteer teams at Reality SF
- Commitment to conduct themselves in alignment with [our staff cultural values](#) both in community and in the workplace

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### Compensation & Benefits:

- Salary Range: \$65,000 - \$75,000 annually
  - Medical and Dental: 100% employer paid plan
  - Paid Time Off
    - Vacation: 10+ days annually (accrues based on length of employment)
    - Sick Leave: 10 days annually
    - 14 Paid Holidays
  - Laptops, software, and resources
  - \$1,200/yr Counseling Stipend
  - \$40/mo Cell phone allowance
  - Laptop and essential software/resources provided
  - Opportunities for spiritual and professional growth
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### Schedule & Working Relationships

- **Schedule:** Full Time, In-Person
    - **Sunday:** Regular involvement on Sundays is expected as part of this role, though presence at all three services (9 AM, 11 AM, and 5 PM) is not required every week. Weekly Sunday participation will be based on service and event needs, with flexibility built in.
    - **Monday-Thursday:** 9:30a-5p
    - Occasional nights & weekends as needed
  - **Reports to:** Music + Creative Pastor
  - **Collaborates Closely With:** Operations Director, Communications Director, Creative Team, Connections Pastor, Facilities Director, Pastoral Staff, and Volunteer Leaders
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### How to Apply

Please submit your resume and a cover letter outlining your interest and qualifications for this role to our Creative Pastor, Tyler Madsen, at [tyler@realitysf.com](mailto:tyler@realitysf.com).