

Workforce Role Description

Corporation of the President (COP)
Corporation of the Presiding Bishop (CPB)

General Workforce Requirements:

- Temple worthiness
- Regular attendance in a timely manner at the assigned location.

Please Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Job Title	Job Code	Grade Level	Approval Date
Guest Services Missionary	CSM		

Purposes

To insure that patrons attending formal activities on Temple Square and the Conference Center are treated courteously and feel welcome. To assist patrons in locating their seats as expeditiously as possible. Provide other appropriate assistance to patrons as needed. The intent is to provide a positive and rewarding experience to all patrons and guests.

Responsibilities

Church-Service Missionaries (CSMs) serving in Guest Services will:

- . Welcome, greet, direct and seat attending guests/patrons in a warm and courteous manner that contributes to the spirit being present at all events.
- . Serve during all major events on Temple Square and in the Conference Center and several smaller scale event locations on the campus.
- . Be prepared to assist in responding to any guest of facility emergency.
- . Attend orientation and on-going training meetings as directed.

Schedule and Work Hours:

Number of assignments will vary from month to month but usually average at least five (5) assignments per month. Assignments are made and communicated by team and group leaders.

Hours will vary from event to event. Start time or "call time" is one hour before the doors open. Example; if an event begins at 7:30 P.M., the doors will open at 6:00 P.M. and "call time" will be 5:00 P.M.. Missionaries are excused by their group leader after the guests have departed and the building is clear.

Busy Season: typically from October through 31 December, April Conference with the summer months being "steady".

Sundays: generally CSMs are assigned to work twice every month from about 7:30 A.M. to 11:00 A.M. for Music & The Spoken Word Broadcast.

Other events include: Tabernacle Choir and the Orchestra at Temple Square concerts. Other group concerts, Choir rehearsals, Concerts in the Park, Savior of the World performances, Temple devotionals, Regional Stake Conference Broadcasts, General Authority funerals etc.

Qualifications

Be able to serve for a period of 36 months.

Must be a member of The Church of Jesus Christ of Latter Day Saints and worthy to hold a temple recommend.

Possess an outgoing, friendly and pleasant demeanor and enjoy working in a team environment.

Be physically and emotionally capable of many consecutive hours of standing, walking, sitting and climbing stairs.

Be able to remain calm and communicative during stressful situations such as patron disturbances or illness and facility emergencies.

Enjoy meeting and greeting guests of all ages, nationalities, religions and cultures.

Able to follow direction and handle changes in policy and processes from event to event.