Workforce Role Description

This form is to be used by the workforce (employees, Church-service missionaries, and volunteers) of the Corporation of the President (COP) and Corporation of the Presiding Bishop (CPB). It describes general workforce requirements as well as purposes, responsibilities, and qualifications of the role identified below.

<table>
<thead>
<tr>
<th>Job title</th>
<th>Job code</th>
<th>Grade level</th>
<th>Approval date</th>
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<tbody>
<tr>
<td>Guest Services Missionary</td>
<td>10595</td>
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<td>05-09-2011</td>
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General Workforce Requirements

General requirements for the Church workforce:

- Temple worthiness
- Regular attendance and timely arrival at the assigned location

*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.*

Purposes

Briefly describe why this job exists, who the customers are, and what the customers expect.

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

Describe what the major responsibilities of the job are, including accountability, problem solving, relationships, interactions, results, and relevant metrics and measures. List responsibilities in order of importance, and indicate percentage of time spent on each.

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 ongoing training meetings as directed.
Assignments will vary each month, however, CSM will average five events per month.
Hours for each event will vary. CSM will be expected to be available at least one hour before the event start time and until the event venue is cleared at the conclusion.
CSM will generally be assigned to serve two Sundays per month for Music & The Spoken Word broadcasts.

Qualifications

List the minimum requirements for the position. Identify knowledge and skills required, including formal education, specialized training, and prior experience. Include any degrees, certifications, and licenses that are required.

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 a 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.