

COLLABORATION PROJECT

VOLUNTEERS

Additional Resources

- Basic Job Descriptions
- Weekend Checklist Example



Information about this resource:

This resource is brought to you by LouAnn June who contributed to our **Collaboration Project: Topic - Volunteers**. LouAnn wanted to include a copy of "basic job descriptions". She wrote these a couple years ago and she has used them as a guideline or starting point when working with people who were setting up new teams or teams that needed a refresher.

This Resource has:

- 7 Basic Job Descriptions
- Checklist or To Do example

We appreciate your contribution LouAnn!



POC (Point of Contact)

Reports to: Hospitality Coordinator

Vision: To connect people (members and new guests) to {Your Church's Name} effectively and efficiently from the Street to the Seat. We want people to move from "feeling at home" to "Make It Home"

Purpose: Lead the Team you have chosen to encourage, speak life into, and help build leaders. To ensure all guests receive a warm, friendly welcome and a hello to everyone that enters the doors of {Your Church's Name}. The POC will know all the aspects and the purpose of each position on the Hospitality Teams. Positive communication is a key factor with Hospitality Team members. At all times encourage and speak our vision, the vision of {Your Church's Name} and Hospitality. Show care and celebrate team members.

Time Commitment of a POC:

One weekend a month: Saturday night from 4:45 pm to approximately 7:30 pm and Sunday from 8:00 am until approximately 1:00 pm. Total time commitment: about 10 hours a month.

Planning Center Online – A Minimum of 2 weeks prior to the serving weekend: Scheduling (20) minutes; review service order, schedule team in positions, and send an email. Follow up on PCO; 20 - 30 minutes. All responses need to be completed within a 48-hour period of schedule. If there are members that have not responded by then; send an email, a text, or a call to remind them of their commitment to using PCO.

Encouragement: About 20 minutes; At least one handwritten card sent to each member throughout the month (the church provides cards and postage).

Regular Monthly POC Meetings: One meeting per month with the Hospitality Coordinator. Time: 1 to 1 ½ hours.

Regular Quarterly Meetings with All of The Hospitality Team: Time; 1 ½ to 2 hours.

Pre-Service: Saturday and Sunday

- 4:45 pm Saturday and 8:00 am Sunday–Be at the church and prepare for the Hospitality Team Huddle/Rally and review the POC checklist.
- 5:00 pm Saturday and 8:30 am Sunday - Hospitality Team Huddle
 - Come Prepared to share the vision of Hospitality, notes from the POC meeting, and an encouraging verse
 - Go over the Service order
 - Celebrate/Pray

POC (Point of Contact)

- **Immediately Following:** All ministry volunteers gather in the sanctuary with the Lead Pastor for prayer and encouragement. (All Team Huddle)
- **After Prayer – Service Set-up**
 - Lobby sweep: Bathrooms, specific: make sure toilet paper is in all stalls, push down garbage cans or change liners and wipe off counters. Lobby, specific: makes sure lamp shades are turned so no lines show, clean windows on the front door and auditorium doors and garbage cans are turned so the seam on the can is not visible.
 - Count Guest Bags, Prep Bulletins/Programs
 - Lobby signs – “welcome” – on the left side of the doors
 - Help with any last-minute service needs
- 5:40 pm Saturday and 8:40 am Sunday - Go time! (All team members need to be in position) Auditorium Doors Open at 10 minutes before the hour for each service.
 - Welcome/greet EVERYONE with a warm smile and a hello
 - Be attentive and looking for those new guests
 - “Are you joining us for the first time?”
 - Give them a Guest bag, explain the guest bag
 - “Glad you are here”, “thank you for joining us”
- 5:40 pm Saturday and 8:40 am and -10:40 am Sunday – Meet, Greet, RECRUIT and be in tune with your surroundings and the team’s needs.

During Service:

- When you see the worship team walk on stage, close the doors
- Lobby signs – need to be turned to “maintain quiet atmosphere”
- During service staffing
 - Front entrance door covered at all times
 - 2 outer lobby doors covered – managing entering/exit flow
 - If someone comes inside the auditorium during prayer, ask them to please wait in the back until prayer is done
- Limit distractions/noise in the lobby
 - POC roam, check-in on each team member

After Service:

- Open Doors and turn lobby signs around – “welcome”
- Smile – “have a good day”, “see you next time”
- Debrief with the team
- Building sweep again
- Lock up the front doors and the back door
- Confirm the POC Checklist is complete

POC Assistant

Reports to POC-Point of Contact Volunteer and Volunteer Coordinator

Vision: To connect people (members and new guests) to {Your Church's Name} effectively and efficiently from the Street to the Seat. We want people to move from "feeling at home" to "Make It Home"

Purpose: To provide a warm, friendly welcome and hello to everyone that enters the doors of {Your Church's Name}. The Lead Assist Supports the POC, covering details in coordination with the POC. Lead Assist should know all the positions and learn all aspects of the POC Role to lead the team when the POC is not available. Assist in any way needed to ensure all guests and regular attendees have an excellent experience from the Street to the Seat.

Encouragement: Be continuously encouraging your team members! Help build up leaders!

- **Time Commitment of a POC Assistant:**

- One weekend a month: Saturday night from 4:45 pm to 7:30 pm and Sunday from 7:45 am until approximately 1:00 pm. Total time commitment: about 10 hours a month
- Regular Month POC Meetings: One meeting per month with the Hospitality Coordinator. Time: 1 to 1 ½ hours.

Pre-Service:

- 4:45 pm Saturday and 8:15 am Sunday- Arrive for Hospitality Team huddle/Rally
- 5:15pm Saturday and Sunday 8:30 am - All team huddle in Auditorium

After Prayer – Connect with POC to support POC Direction

- Direct Team IF POC is not available
- Jump in where needed to support/cover team members
- Support POC ensures that the Auditorium is ready for the congregation
- Saturday 4:45 and Sunday 8:40 am and 10:40 am - Go time!
 - Welcome & Connect people as they come in.
 - Assist people as necessary with questions
 - Look for new guests and escort/give a tour of the vital areas of the church: Child Care, Restrooms, Coffee Shop, and answer questions.
 - Introduce to new guest to an Usher for seating

POC Assistant

Pre-Service: Saturday and Sunday

- 4:45 pm Saturday and 8:15 am Sunday–Be at the church and prepare for the Hospitality Team Huddle/Rally and review the POC checklist.
- 5:00 pm Saturday and 8:30 am Sunday - Hospitality Team Huddle
 - Share the vision of Hospitality and an encouraging verse
 - Go over the Service Order
 - Celebrate/Pray
- 5:00 pm Saturday and 8:15 am Sunday– All team Huddle/prayer in Auditorium.
- Immediately Following: All ministry volunteers gather in the sanctuary with the Lead Pastor for prayer and encouragement.

- **After Prayer – Service Set-up**
 - Lobby sweep (Bathrooms, garbage, etc)
 - Count Guest Bags, Prep Bulletins/handouts
 - Lobby signs – “welcome” – on the left side of the doors
 - Help with any last-minute service needs
- 5:40 pm Saturday and 8:40 am Sunday - Go time! (All team members need to be in position) Auditorium Doors Open at 10 minutes before the hour for each service.
 - Welcome/greet EVERYONE with a warm smile and a hello
 - Be attentive and looking for those new guests
 - “Are you joining us for the first time?”
 - Give them a Guest bag, explain the guest bag
 - “Glad you are here”, “thank you for joining us”
- 5:40 pm Saturday and 8:40 am and -10:40 am Sunday – Meet, Greet, RECRUIT and be in tune with your surroundings and the team’s needs.

During Service:

- Unless directed by the POC, remain in the lobby to assist Connection Center to maintain a quiet atmosphere in the lobby.
 - Likely assist with Offering Collection
 - Designated to make Tithe Drop following offering; will vary from week to week
 - Support & Cover Greeters at Doors; opening doors, etc.
 - Return to Lobby to make ready for the end of service; move signs

After Service:

- Support POC & Team with
 - Remove Cards from the back of the seats after 2nd Service on Sunday
- Check with POC before leaving.

Greeter - Auditorium Door

Purpose: To provide a warm, friendly welcome and hello to everyone that enters the doors upon entrance to the Auditorium Seating. Assist in any way needed to ensure all guests and regular attendees have an excellent experience from the Street to the Seat.

Pre-Service:

- Saturday 5:00 pm and Sunday 8:15 am - Arrive for Hospitality Team huddle/Rally
- Saturday 5:15 pm and Sunday 8:30 am - All team huddle in Auditorium
- After Prayer – Connect with POC for direction
 - Assemble Bulletins & Handouts
 - Auditorium Set-up; Tissue Boxes, Collection Buckets, Welcome Bags
 - If not done – place Connect Card & Envelopes in the back of Chairs
- Saturday 5:40 pm and Sunday 8:40 am and 10:40 am - Go time!
 - Open Door w/ Smile & Warm Welcome; Hold doors open starting Saturday @ 5:50pm and Sunday @ 8:50am and 10:50am
 - Welcome with a smile and give out Bulletins & Handouts
 - Assist people as necessary with questions
 - Keep conversations short for smooth flow thru doors
 - If known, introduce New Guest to Usher for seating
 - Close Doors Promptly at the start of service

During Service:

- Unless directed by the POC, remain in the lobby at the door to welcome late guests, open doors for guests, help maintain a quiet atmosphere in the lobby
- Per POC, if the team is small you may need to assist w/ the Offering Collection
- If sitting in service, sit in the back
- Support & Cover for other greeters at the doors
- When attending service, exit during the offering prayer

After Service:

- Open Doors (move signs if still in the path of exit)
- At doors, Wish Guest Well/ Good Day, Week
- Auditorium sweep (clutter/garbage)
- Recycle paperwork at Connection Center
- Remove Cards from the Back of the Seats after 2nd service on Sunday
- Check with POC before leaving post service clean-up

Front Entrance Door

Purpose: To provide a warm, friendly welcome and hello to everyone that enters {Your Church's Name}. The person at the front door is the 2nd contact following the parking team or could possibly be the first contact and a key welcome with a smile. Assist in any way needed to ensure all guests and regular attendees have an excellent experience from the Street to the Seat.

Pre-Service:

- Saturday 5:00 pm and Sunday 8:15 am - Arrive for Hospitality Team huddle/Rally
- Saturday 5:15 pm and Sunday 8:30 am - All team prayer in the Auditorium
- After Prayer – Connect with POC for Direction
 - Assist with Service Set-up; Assemble Bulletins & Handouts
 - Auditorium Set-up; Tissue Boxes, Collection Buckets, Welcome Bags
 - If not done – place Connect Card & Envelopes in the back of Chairs
- Saturday 5:40 pm and Sunday 8:40 am and 10:40 am - Go time!
 - Open Door with a Smile & Warm Welcome; If weather permits welcome outside the doors.
 - Be mindful of New Guest Parking & Alert Lead POC or Connection Center
 - Do not prop Doors in Open position unless directed by POC

During Service:

- Continue to remain at door for 15 minutes after service starts.
 - Check with POC if needed during Service; may be needed to assist w/the Offering Collection
 - Support Lobby Positions
 - If sitting in service, remember to sit in the back and leave just before service ends

After Service:

- Be in your position to encourage a great week for 10 minutes give or take
 - Pick up any trash
 - Assist with picking up Tissue Boxes after 2nd service on Sunday
 - Assist with removing cards from the back of the seats after 2nd service on Sunday
- Check with POC before leaving post service clean-up

Connection Center

Purpose: To provide a warm, friendly welcome and hello to everyone that enters the doors of {Your Church's Name}. Connect guests to {Your Church's Name} by assisting with general information, connecting and introducing them to an auditorium greeter, and being available for a personal escort/tour; assist in any way needed to ensure all guests and regular attendees have an excellent experience from the Street to the Seat.

Pre-Service:

- Saturday 5:00 pm and Sunday 8:15 am - Arrive for Hospitality Team huddle/Rally
- Saturday 5:15 pm and Sunday 8:30 am - All team huddle in Auditorium
- After Prayer – Set up connection center.
 - Get the Key to Service Closet from POC / Secure location for Valuables (e.g. purses, notebooks, etc.) to be locked during service.
 - Make the area look organized, clean, and welcoming.
 - Clear out old information, trash, lost and found, and loose items.
 - Use a clear holder for resources.
- Saturday 5:40 pm and Sunday 8:40 am and 10:40 am - Go time!
 - Welcome people as they come in.
 - Remember to look for those new guests
 - Assist people as necessary with questions.

During Service:

- Remain at the CC during service. Try to maintain a quiet atmosphere in the lobby
- Lock Service closet /Unlock for Volunteer access /re-lock for security
- Once the offering has been taken the ushers will bring you any connect cards.
- Place connect cards & ministry info/sign-up cards (e.g. communities, special events) in the forms drawer.

After Service:

- Be available to answer questions
 - Give connect cards & ministry info/sign-up cards to POC
 - Don't know the answer? "I'm not sure, but if I can get your name/contact info/why need follow-up, I will get this to the appropriate person so that they can follow up with you"
- Sunday's: 10:45 am ish - 2nd service attendees are arriving. Repeat above
- Be available until 15-20 minutes after Saturday service and Sunday after 2nd service or until the lobby has cleared most of the way.
 - Give connect cards & ministry info/sign-up cards to POC
 - Put away all items on the counter
 - Unlock Service Closet and Return Key to POC

Parking Team

Purpose: To provide a warm, friendly welcome and hello to everyone when they enter the {Your Church's Name} campus; Assist with entering/exiting flow of traffic and assist with parking; to ensure all guests and regular attendees have an excellent experience from the Street to the Seat.

Pre-Service:

- Saturday 4:50 pm and Sunday 8:15 am – Set out signs and cones and sweep the parking lot.
- Saturday 5:00 pm – Team huddle/Rally
- Saturday 5:15 pm and Sunday 8:30 am - All team prayer in the Auditorium
- After Prayer – Connect with POC before heading to the parking area
- Suit up with Safety Vests and Accessories

Saturday 5:40 pm and Sunday 8:40 am and 10:40 am - Go time!

- Attendants at the top level
 - Welcome/greet EVERYONE, with a smile and a hello directing to the main entrance
- Attendants at the lower level
 - Directing cars where to park (happy/assertive/polite)
 - If rainy assist with an umbrella, assist with elderly/disabled
 - Connect new guests to Greeting Team

****Team members should always be in contact with each other (eye contact, radios)****

During Service:

- Continue to staff parking lot until Saturday 6:15 pm and Sunday 9:15 am/11:15 am
- Walk-through for security and latecomers (once each service)
- Join the service (sit near the back for easy exit)
- Be back in position: Saturday 7:20 pm and Sunday 10:20 am/12:20 pm (exit service during offering prayer)

The transition between services:

- Be aware, be patient, and be safe!
- Maintain that happy/assertive/polite presence
- Direct cars entering and exiting (getting cars off the main street is a priority)
- Always wave goodbye as guests leave the parking lot

After Service:

- Staff until the parking lot has cleared. Approximately 20 minutes.
- Collect all signs, cones, vests, and radios and put them away (parking closet)
- Parking lot sweep (garbage, dropped/lost items taken to CC)
- Turn in the count sheet to the Connection Center

General Notes:

- Dress for expected weather conditions (prepare for Pacific NW “surprises”)
- Emergencies: find/contact Campus Security
- Vandalism, theft, etc – report to POC ASAP and Campus Security - Emergency – Dial 911

Hospitality Usher

Purpose: To provide a warm, friendly welcome and hello to everyone; to assist with seating and service flow; to monitor and maintain a disruptive-free environment to ensure all guests and regular attendees have an excellent experience from the Street to the Seat.

Pre-Service:

- Saturday 5:00 pm and Sunday 8:15 am - Arrive for Hospitality Team huddle/Rally
- Saturday 5:15 pm and Sunday 8:30 am - All team huddle in Auditorium
- After Prayer – Connect with POC for service direction
 - Meet With POC for service details
 - Assemble Bulletins & Handouts if needed
 - Saturday: Auditorium Set-up; Tissue Boxes, Collection Buckets, Welcome Bags
 - If not done – place Connect Card & Envelopes in the back of Chairs
 - Help with any last-minute service needs
- Saturday 5:40 and Sunday 8:40 am and 10:40 am- Go time!
 - Welcome/greet EVERYONE with a warm smile and a hello
 - Remember our HI-5 “greet, meet, seat, treat, engage
 - Assist people as necessary with questions
 - Be attentive to the needs of guests/keep conversations short
 - Be attentive and looking for those new guests
 - Assertive yet courteous, seat always with a smile;
 - Encourage tight seating – more to the center
 - Fill in and fill front to back “I have the perfect spot for you”, “I have 2 seats just for you”, “you prefer the front or middle”

During Service: Seating with a smile, assertive = friendly purpose w/smile

- Walk the aisles – know where available seats are
- Communicate and Work together with other Ushers
- Welcome and Guest Bag (SUBJECT TO CHANGE)
 - Have available at the doors in case someone gets by the CC and front doors
 - Morning Greeting – Do not remain @ back, move to guest & make contact
- Offering (SUBJECT TO CHANGE)
 - Be in position at auditorium doors at end of service with a bucket to collect offerings as people leave
- Communion (usually 1st Sunday of the month)
 - POC will provide instruction
- BE ENGAGED (with Message and congregation)
 - Monitor traffic flow (entering/exiting) and open door
 - Monitor noise/ disruptions, approach with a gentle attitude to help
 - Respond quickly with genuine care and a smile
- Headcount (POC will provide instruction)

After Service:

- Smile, “have a good day, see you next time”
- Auditorium sweep (clutter, garbage, lost & found to CC)

POC Weekend Checklist

Date: _____

6pm 9am 11am

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Turn on lamps/lights in the lobby

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Do a walk through the lobby looking for out of place items (furniture, tables, Garbage cans are turned properly)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Check bathrooms for toilet seat covers, toilet paper, etc)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Unlock master key from lock box for Connection Center & Volunteer use. Bring the money bags downstairs, put in kitchen

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Unlock lobby closet and put name tags at Connection Center

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Count guest bags

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Put out Kleenex, guest bags, offering buckets, reserved seat signs for volunteers, bulletins and Connection Center displays

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Team Huddle and Lead Pastor Team meeting

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Congregation Count

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Take offering and put into the safe *must be done with two people and immediately each service *no relatives*

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Check bathrooms and all garbage cans (after 6pm & 9am)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Turn off lamps/lights in the lobby

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Remove information from back of sanctuary seats and Kleenex *left side only for CR

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Put guest bags and offering buckets away

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Take congregation count sheet to main office and put in Lead Pastor's inbox. Put completed forms in Secretary's inbox.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Lock all front and back doors. Lock windows. If for any reason you cannot do this, contact another team lead.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Put master key in lock box