

# OPERATIONS (OPS) TEAM

*Helping people find hope in Jesus by building the spaces  
where ministry happens.*

**Thank you** for saying “yes” and joining us on the Ops Team. The staff and leadership at Anchor Church are excited you’ve jumped on board! We know everyone is busy, so to give of your time to serve God and others fills us with joy. The following information outlines the culture of our Ops Team, as well as what to expect during your time serving with us. If you have any questions, please feel free to reach out to your ministry team leader or our Administrative Director, Melanie Rivera, at [melanie@anchorchurchonline.org](mailto:melanie@anchorchurchonline.org).

## **Why We Serve:**

We believe that one of our primary Christian identities is Servant. There’s no doubting that Jesus came to serve and has called His followers to do the same. In fact, the call to follow Jesus is more than finding opportunities to serve, it’s taking the posture of a servant in every area of life!

With this in mind, we’d be glad to have you serve with us! Serving is not only a way to respond in gratitude to God with our time and talents, it’s also a way that God uses to shape our hearts into becoming more like His. We believe in displaying radical hospitality to those around us and all volunteers are an integral part of creating a welcoming, family culture. You do not need to be a Partner, our term for a member of Anchor Church, to serve, but we consider all our volunteers to be active participants in growing to become part of the family here at Anchor.

## **What Does It Look Like To Serve On The Ops Team?**

### **Where You Can Serve:**

Within the Ops Team, there are various areas to serve. The following are the three areas you could be scheduled to serve in. Once you’ve joined the team, feel free to let your ministry team leader know if there is a specific area you’d like to focus in.

1. **Set Up:** Includes, but is not limited to, arriving early to meet the movers at our Sunday gathering location, assisting the movers with unloading the truck, directing where the items are to go, directing what to set up first and where, assisting to set up all unloaded items, checking with ministry team leaders to make sure they have everything they need set up.



2. **Tear Down:** Includes, but is not limited to, tearing down items after service, assisting the movers with loading the truck with items returning to storage, making sure all necessary items are torn down and removed from Sunday gathering location and placed in their necessary location (i.e. back on the truck, stored somewhere in the building).
3. **Special Events:** Throughout the year, we host special events to reach the Hampton Roads community. During those events we often ask the Ops Team to assist in serving through set up and tear down.

### **What You'll Need To Serve:**

Prior to your first scheduled serving date, you'll receive a first-time serving tote from our Administrative Director, Melanie Rivera. This bag is our gift to you - a thanks from Anchor Church and a welcome to the team! Within this bag, you'll find your Anchor serving shirt, a welcome card, and a volunteer handout sheet that outlines five simple tips for volunteering on a Sunday morning. We ask that you wear your Anchor shirt each time you are scheduled to serve. Because you are frequently carrying items and doing more manual labor, we do not require you to wear a serving lanyard, as other teams do.

You'll also be added to **Planning Center Online**, our online scheduling system, where you'll be able to block out any dates that you are unable to serve, so that your ministry team leader can plan ahead to schedule someone else on that day. We schedule all volunteers two months at a time, so every other month you'll receive two emails: 1) a reminder to block any dates that you will not be available to serve, and 2) a notification for dates that you've been scheduled. You'll then be able to respond 'accept' or 'decline' for those dates and correspond with your team leader if there are any conflicts or if you need a substitution.

Lastly, we realize that scheduling conflicts can arise even after you've confirmed a scheduled date. If the cancellation is *more than 24 hours in advance*, we encourage you to use the **Ops Team Contact Information Sheet** to reach out to your team leader and team members to see if anyone can switch with you. If the cancellation is last-minute, *within 24 hours of your scheduled date*, please reach out to your ministry team leader and our Administrative Director right away, so that we can assist you in finding a replacement.

### **When It's Time To Step Down:**

The average life cycle for anyone who serves on a team is usually one to two years. That being said, there is no formal time commitment, and you have the freedom to take a step back from serving at any time.



We actively encourage all ministry team leaders to foster relationships among the team members. This allows the team to have a sense of camaraderie and open communication regarding the week-to-week happenings within each of our teams. We're also careful to check with our volunteers to make sure that they have the support and supplies they need to serve with joy. You'll notice that your team leader will check in with you after your first time serving and after your first round of scheduling to answer any questions you might have. Additionally, our ministry team leaders check with all volunteers twice a year to gauge their availability and desire to continue serving within the team for the upcoming year.

## You're On Board, Now What?

You're on board? YES! Once you receive your serving bag and are added to Planning Center Online, you'll be scheduled to serve. The first few Sundays that you are scheduled you will be trained in the responsibilities of whatever area you are serving in by your ministry team leader. Below are tips and a few things we expect from those serving on the Ops Team.

### Best Practices:

- Make sure you are on time! We know it can be an early arrival time, but without you, other ministry teams can fall behind schedule and cause the service to begin late.
- Know where items need to be and when they need to be set up/torn down.
- Be accessible to other volunteers and staff members for additional help with setting up their items (i.e. children's sound system, helping to unload various heavy items for the production team).
- Once the service is complete, promptly make your way to the areas that need to be torn down first. Your efficiency helps every volunteer on other teams pack up in a timely manner.
- Oftentimes, you are the direct hands and feet on a Sunday morning - we appreciate your willingness to support other teams and volunteers with heavy or difficult items they need to provide a great environment for guests.
- You help create an atmosphere that allows guests and members to feel "at home." Thank you for taking the time to provide and create environments that feel warm and welcoming by setting up items with excellence and care.

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### In Case of Emergency:

Anchor has a Safety Team that actively monitors both the lobby and auditorium before, during, and after the service. If there is an immediate emergency, please look for one of the Safety Team members, an elder, or a staff member. Please familiarize yourself with Anchor's leadership - [anchorchurchonline.org/leadership](http://anchorchurchonline.org/leadership)



## VOLUNTEER FAQ's:

### **What if this team isn't the best fit for me?**

No problem, there is no formal commitment to a team. Please let your ministry team leader and our Administrative Director know if you'd like to step down and try out a different serving team. We would love to help you find the team that is the best fit for you.

### **What is the time commitment on a Sunday morning?**

We do our best to keep the time commitment low on a Sunday morning - we know how hard it can be with so much going on in life! Whether you have 2 hours or 20 minutes to give, we have a place for you. Each team will have its own duties and scheduling times, dependent on the needs of that team. Feel free to reach out to our Administrative Director with any questions about specific teams.

The Ops Team is scheduled to serve either before service (roughly 7:30a - 9a) or after service (roughly 11:30a - 1p). Time is dependent on various factors including, but not limited to, Sunday gathering location, gear needs, volunteer staffing, etc.

### **What if something comes up and I need to decline serving within 24 hours of my scheduled date?**

We know that emergencies happen, and we want to make it as easy as possible for you to find a substitute who can switch with you for another date. Please contact your ministry team leader right away, and work together to find a sub for your scheduled date. If you cannot reach your team leader, please contact our Administrative Director, Melanie Rivera.

### **Can I serve on multiple teams at one time?**

Yes - We do not suggest serving on multiple teams, but you may if you desire! Let your ministry team leader and Anchor's Administrative Director know if you plan to serve on multiple teams and we can help work out a schedule that best fits your needs. We would still encourage you to serve once a month on each ministry team.

### **Don't see your question here?**

Contact Melanie - [melanie@anchorchurchonline.org](mailto:melanie@anchorchurchonline.org).

