

Youth Ministry

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Youth Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Youth Ministry Team, you'll be part of creating a comfortable environment for our teenagers to hear the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Coming alongside students in the youth ministry to help them begin to pursue God's purpose for their life.

Guidelines:

- Be consistent and on time to Sunday night services and pre-service meetings.
- Strive for excellence in every area or task you are overseeing.
- Continually pray for the students and other leaders of the Yard.
- Participate in all elements of service by being a culture BUILDER and not a culture BUSTER.
- Bring your Bible with you every Sunday and actively listen by taking notes.
- Commit to supporting the leadership of the youth ministry as well as the overall church leadership at CHAG by being loyal in words and actions.
- Commit to creating an environment where students feel safe to share openly and engage in relationship with one another.
- Come prepared to be mentally present with students.
- Have an attitude of servant leadership because it is a joy to serve people.
- Attend Team Nights.

Levels of Involvement:

- We have several levels of involvement to make it easier for volunteers in all seasons of life to participate in leadership in the youth ministry:
 - **Events:** Conferences, camps, invite nights, etc.
 - **1-2 Gatherings a month:** Connect group nights, serving a specific role, etc.
 - **3-4 Gatherings a month:** Ministry director, event coordinator, connect group leader, etc.

Usher Team

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Usher Team Coach

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the 1st Impressions Team, you'll be part of creating a comfortable environment for our guests so they can be open to hearing the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Create a comfortable environment for guests by welcoming them and offering assistance to make engaging with the service both easy and distraction-free.

Guidelines:

- Arrive on time at your table 30 minutes prior to the start time of the gathering you're serving at. Remain at your position through the first 15 minutes of the gathering.
- Wear a lanyard that helps guests identify you as someone who can help them.
- Resist the temptation to have conversations with friends/family while greeting guests.
- Maintain positive body language (smile, make eye contact, and stand with good posture).
- Be familiar with the building and special events at church. Check out the Monthly Bulletin before the service for any information you may need.
- Personally escort any guest who asks where something is located. This helps them feel valued. Avoid pointing or giving directions.
- Refrain from eating, drinking, or using your phone while serving.
- If you will miss your opportunity to serve, please inform your team leader.
- Attend Team Nights.

During The Service:

- **Be proactive!** Actively look for guests to assist and politely inform them that you have seats for them.
- As the auditorium fills up, you may need to ask people to fill in the empty seats in the middle so you can easily help people coming in later to find seats on the end.
- Distribute bags for offering in a quick and efficient manner and with a smile on your face!
- Help distribute the communion elements on communion weekends when needed (most often, this is the 2nd weekend of the month).
- At the end of the service, move quietly to the back of the auditorium to greet people as they leave.

Social Media Coordinator

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Associate Pastor

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Social Media Team, you'll be part of creating and monitoring all aspects of social media for our guests and regulars. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Producing relevant, engaging and timely social media content on all CHAG platforms.

Responsibilities:

- Working from the main CHAG content calendar, implement and curate content on all social media platforms, including Facebook and Instagram.
- Be available during at least one service per weekend to capture and package relevant content from sermons.
- Responsible for content and editing of all communications on social media.
- Be available for rapid response to inquiries and conversations on all social media channels.
- Be available to monitor content on all channels regularly.
- Assist CHAG's various departments with social media needs.
- Attend Team Nights.

Qualifications:

- Excellent communication skills – verbal, visual, written, and relational.
- Early adopter and enthusiast of social media applications and technologies.
- Demonstrated familiarity with all popular social media channels with a strong understanding of different types of messaging.
- Solid knowledge of social media industry trends and analytic tools.
- An eye for creativity, detail and accuracy, even on time-sensitive projects.
- Strong problem-solving and organizational skills.
- Flexibility to plan and work on multiple projects simultaneously.
- Effectively manage time and prioritize workload.
- Reflect Christ in your words and actions in your personal life and ministry. (You will be looked up to as you model the Christian faith, and the way you live your life should reflect the Gospel.)

Social Media – Digital Connections

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Associate Pastor

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Social Media Team, you’ll be part of strategizing how our church can more effectively maximize its reach to create meaningful online experiences for guests. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Creating and managing a strategy that invites and develops meaningful connections in an online presence.

Responsibilities:

- Create compelling digital experiences for unchurched people in our community to discover what our church is about.
- Focus strategy on moving online “watcher” to an in service “attender.”
- Organize online small groups and online video lessons that’s in line with the discipleship philosophy of CHAG.
- Monitor metrics and analytics to measure effectiveness and growth.
- Be a first responder to all first-time guests through Pastor’s Line.
- Attend Team Nights.

Qualifications:

- Excellent communication skills – verbal, visual, written, and relational.
- Early adopter and enthusiast of social media applications and technologies.
- Demonstrated familiarity with all popular social media channels with a strong understanding of different types of messaging.
- Solid knowledge of social media industry trends and analytic tools.
- An eye for creativity, detail and accuracy, even on time-sensitive projects.
- Strong problem-solving and organizational skills.
- Flexibility to plan and work on multiple projects simultaneously.
- Effectively manage time and prioritize workload.
- Reflect Christ in your words and actions in your personal life and ministry. (You will be looked up to as you model the Christian faith, and the way you live your life should reflect the Gospel.)

Parking Team

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Parking Team Coach

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the 1st Impressions Team, you'll be part of creating a comfortable environment for our guests so they can be open to hearing the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Create a comfortable environment and incredible first impression for guests by offering a safe, easy parking experience with a high-energy welcome and clear directions.

Guidelines:

- Arrive on time at your spot 30 minutes prior to the start time of the gathering you're serving at. Remain there through the first 15 minutes of our gathering.
- Wear a lanyard that helps guests identify you as someone who can help them.
- Resist the temptation to have conversations with friends/family while greeting guests.
- Maintain positive body language (smile, make eye contact, and stand with good posture).
- Be familiar with the building and special events at church. Check out the Monthly Bulletin before the service for any information you may need.
- Refrain from eating, drinking, or using your phone while serving.
- If you will miss your opportunity to serve, please inform your team leader.
- Attend Team Nights.

The Parking Lot:

- Greet guests by smiling and attempting to genuinely connect with them through their windshield.
- Clearly direct guests to available parking spots or into the building.
- Report any accidents to your Parking Team Leader.
- Provide umbrellas when it's raining.
- Offer assistance. This may include helping parents with children—especially car seats, strollers and diaper bags—lending a hand if they're carrying extra things, offering an arm for elderly, and escorting people who don't have an umbrella by inviting them underneath yours.

Info Team – Next Steps

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Info Team Coach

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the 1st Impressions Team, you’ll be part of creating a comfortable environment for our guests so they can be open to hearing the truth of God’s Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Create a comfortable environment by providing helpful information, clear directions and appropriate next steps for our guests.

Guidelines:

- Arrive on time at your table 30 minutes prior to the start time of the gathering you’re serving at. Remain at your position through the first 15 minutes of the gathering.
- Wear a lanyard that helps guests identify you as someone who can help them.
- Resist the temptation to have conversations with friends/family while greeting guests.
- Maintain positive body language (smile, make eye contact, and stand with good posture) and enthusiastically welcome guests who approach the info area.
- Be familiar with the building and special events at church.
- Be aware of contents specific to your area, our website, and other relevant sources.
- Review updated information regarding any handouts, flyers, upcoming events, etc. so you’re aware of what’s taking place and what resources are currently available.
- Have knowledge of each ministry area **including** ages and locations for Kid’s Ministries.
- Personally escort any guest who asks where something is located. This helps them feel valued. Avoid pointing or giving directions.
- Make sure tables are clear from clutter and resources are stocked and organized.
- Refrain from eating, drinking, or using your phone while serving.
- If you will miss your opportunity to serve, please inform your team leader.
- Attend Team Nights.

Musicians

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Worship Leader

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Worship Team, you'll be part of creating a worship atmosphere for our guests and regulars to encounter the presence of God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Supporting the worship leader in fostering an atmosphere of worship for our guests and regulars.

Responsibilities:

- Read and abide by the Worship Team Guidebook.
- Attend rehearsal (7:00pm on Saturday, 8:00am on Sunday). Worship Team members are required to participate in rehearsals for services for which they are scheduled.
- Attend pre-service huddle in green room (8:40am & 10:40am on Sunday).
- Communicate via Church Community Builder (columbiaheights.ccbchurch.com) before your scheduled date, either by confirming your availability or declining. Block out dates in advance for which you know you will be unavailable.
- Practice the songs on your own time before rehearsal.
- Practice with a metronome when needed.
- Have a desire to grow in your craft.
- Show up early (10 minutes at least) for rehearsals and services.
- Attend services at Columbia Heights when you are not on the schedule and in town.
- Attend Team Nights.

We Lead Worship By:

- Smiling.
- Clapping on fast songs (if hands are not playing an instrument).
- Making eye contact and/or keeping eyes open for the majority of the time.
- Worshiping God, ourselves, even while we lead others in worship.

Media Booth – Sound

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Worship Pastor

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Media Team, you'll be part of creating a worship atmosphere for our guests and regulars to encounter the presence of God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Creating a sound mix that is smoothly executed and meets the desired delivery for our church.

Responsibilities:

- Arrive at 6:45pm on Saturday to set up and test sound equipment before Worship Team arrives. The details for sound set-up can be found on the weekly plan on planningcenteronline.com.
- Attend rehearsal (7:00pm on Saturday, 8:00am on Sunday). Worship Team members are required to participate in rehearsals for services for which they are on the schedule.
- Communicate via Church Community Builder (columbiaheights.ccbchurch.com) before your scheduled date, either by confirming your availability or declining.
- Show up early (15 minutes at least) for rehearsals and services.
- Attend pre-service huddle in green room (8:40am & 10:40am on Sunday).
- Attend services at Columbia Heights when you are not on the schedule when in town.
- Complete items in the Sound Checklist.
- Assist the Worship Lead and musicians with a helpful attitude.
- Stay focused on the task at hand. Remain flexible with changes.
- Mix the sound during service according to the instructions of the Worship Lead.
- Quickly solve problems.
- Remain at your station for the duration of the service.
- Attend Team Nights.

We Serve By:

- Staying focused.
- Thinking ahead.
- Paying attention to detail.
- Asking for clarification from the Worship Leader, Gathering Host or Associate Pastor.

Media Booth – Sound

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Worship Pastor

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Media Team, you'll be part of creating a worship atmosphere for our guests and regulars to encounter the presence of God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Creating a sound mix that is smoothly executed and meets the desired delivery for our church.

Responsibilities:

- Arrive at 6:45pm on Saturday to set up and test sound equipment before Worship Team arrives. The details for sound set-up can be found on the weekly plan on planningcenteronline.com.
- Attend rehearsal (7:00pm on Saturday, 8:00am on Sunday). Worship Team members are required to participate in rehearsals for services for which they are on the schedule.
- Communicate via Church Community Builder (columbiaheights.ccbchurch.com) before your scheduled date, either by confirming your availability or declining.
- Show up early (15 minutes at least) for rehearsals and services.
- Attend pre-service huddle in green room (8:40am & 10:40am on Sunday).
- Attend services at Columbia Heights when you are not on the schedule when in town.
- Complete items in the Sound Checklist.
- Assist the Worship Lead and musicians with a helpful attitude.
- Stay focused on the task at hand. Remain flexible with changes.
- Mix the sound during service according to the instructions of the Worship Lead.
- Quickly solve problems.
- Remain at your station for the duration of the service.
- Attend Team Nights.

We Serve By:

- Staying focused.
- Thinking ahead.
- Paying attention to detail.
- Asking for clarification from the Worship Leader, Gathering Host or Associate Pastor.

Media Booth – Live Stream

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Production Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Media Team, you'll be part of creating an online church experience for our guests and regulars to encounter the presence of God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Supporting the production director in creating a smooth, excellent, and distraction free experience for those watching online.

Responsibilities:

- Provide video and projection support for weekend services.
- Lead the team for camera operation and broadcasting of live programming.
- Live switch the video feeds for onsite video screens and broadcast feeds.
- Oversee the Lower 3rds, graphic backgrounds and lyrics on screen content.
- Ensure excellence and quality control for the recording and broadcast of our weekly service.
- Oversee the on-screen content to include video/motion backgrounds and slides.
- Reply, pray, and post with online viewers on the ChurchOnline Platform.
- Adjust sound levels as necessary for the live stream feed.
- Communicate via Church Community Builder (columbiaheights.ccbchurch.com) before your scheduled date, either by confirming your availability or declining.
- Show up early (20 minutes at least) for services.
- Attend pre-service huddle in green room (8:40am & 10:40am on Sunday).
- Attend services at Columbia Heights when you are not on the schedule when in town.
- Remain at your station for the duration of the service.
- Attend Team Nights.

We Serve By:

- Staying focused.
- Thinking ahead.
- Paying attention to detail.
- Asking for clarification from the Production Director or Associate Pastor.

Media Booth – Live Stream

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Production Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Media Team, you'll be part of creating an online church experience for our guests and regulars to encounter the presence of God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Supporting the production director in creating a smooth, excellent, and distraction free experience for those watching online.

Responsibilities:

- Provide video and projection support for weekend services.
- Lead the team for camera operation and broadcasting of live programming.
- Live switch the video feeds for onsite video screens and broadcast feeds.
- Oversee the Lower 3rds, graphic backgrounds and lyrics on screen content.
- Ensure excellence and quality control for the recording and broadcast of our weekly service.
- Oversee the on-screen content to include video/motion backgrounds and slides.
- Reply, pray, and post with online viewers on the ChurchOnline Platform.
- Adjust sound levels as necessary for the live stream feed.
- Communicate via Church Community Builder (columbiaheights.ccbchurch.com) before your scheduled date, either by confirming your availability or declining.
- Show up early (20 minutes at least) for services.
- Attend pre-service huddle in green room (8:40am & 10:40am on Sunday).
- Attend services at Columbia Heights when you are not on the schedule when in town.
- Remain at your station for the duration of the service.
- Attend Team Nights.

We Serve By:

- Staying focused.
- Thinking ahead.
- Paying attention to detail.
- Asking for clarification from the Production Director or Associate Pastor.

Media Booth – Computer

“Reaching people by making disciples of Jesus.”

Position:

- Direct Report: Production Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Media Team, you'll be part of creating a worship atmosphere for our guests and regulars to encounter the presence of God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Supporting the worship leader in fostering an atmosphere of worship for our guests and regulars.

Responsibilities:

- Attend rehearsal on Sunday morning (8:00am on Sunday). (Attendance at Saturday night rehearsal, 7:00pm, is preferred, but not required.)
- Insert and edit (if necessary) the scheduled songs, videos, PowerPoint presentations, graphics and other media into the ProPresenter program before Sunday morning rehearsal.
- Communicate via Church Community Builder (columbiaheights.ccbchurch.com) before your scheduled date, either by confirming your availability or declining.
- Show up early (15 minutes at least) for rehearsals and services.
- Attend pre-service huddle in green room (8:40am & 10:40am on Sunday).
- Attend services at Columbia Heights when you are not on the schedule when in town.
- Follow the lighting cues in the printed service order.
- Anticipate the singer. That is, stay ahead with the lyrics. We don't need to know what we just sang; we need to know what we're supposed to sing next! To stay ahead of the lyrics, but not go too far, advance to the next slide as the singers are finishing the last line of a lyric slide.
- Follow the preacher. That is, follow the pastor in presenting his PowerPoint presentation as he preaches. Try not to steal his thunder by moving ahead too quickly.
- Remain at your station for the duration of the service.
- Attend Team Nights.

We Serve By:

- Staying focused.
- Thinking ahead.
- Paying attention to detail.
- Asking for clarification from the Worship Leader, Gathering Host or Associate Pastor.

Kid's Min – Nursery

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Kid's Ministry Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Kid's Ministry Team, you'll be part of creating a comfortable environment for our kids to hear the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Providing love, care, and attention for the infants entrusted to us.

Guidelines:

- Arrive with a calm and gentle spirit.
- On the Sunday scheduled to serve, arrive 20 minutes early to check-in and prep room.
- Help parents check-in if needed.
- Greet parents when they drop off/pick up kids.
- Clean up *after* the kids are picked up.
- Fill out injury report as needed and give to designated persons.

Other Responsibilities:

- Call for parents for diaper changes and inconsolable infants.
- Ensure each child is picked up by the authorized person with the matching security number.
- Attend Team Nights.

Kid's Min – Lead Teacher

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Kid's Ministry Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Kid's Ministry Team, you'll be part of creating a comfortable environment for our kids to hear the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Showing the love of Jesus by engaging the children in activities, Bible story, discussion, worship, and praying for each kid.

Guidelines:

- Read and prepare to teach Bible lessons.
- Arrive with an excitable and high energy spirit.
- Have copy and/or supply requests a week prior to teaching.
- On the Sunday scheduled to serve, arrive 20 minutes early to check-in and set up.
- If near gym, greet kids (then parents) when they drop off/pick up kids.
- Interact with kids and designate tasks for assistant.
- Clean up *after* the kids are picked up.
- Fill out injury report as needed and give to designated persons.

Other Responsibilities:

- Oversee the classroom.
- Ensure each kid is picked up by the authorized person with the matching security number.
- Assist with toilet needs if assistant is a minor (Toddlers/Preschool only).
- Attend Team Nights.

Kid's Min – Check-in

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Kid's Ministry Director

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Kid's Ministry Team, you'll be part of creating a comfortable environment for our kids to hear the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Making new and regular families feel comfortable through conversation and entering in their basic information.

Guidelines:

- Arrive 30 minutes prior to the gathering you're serving at with a friendly and inviting spirit.
- Check-in families from registration list.
- Greet **ALL** families as they arrive at the check in area.
- Collect basic information from new guests:
 - Get one adult contact info (address, phone, cell carrier) into the system.
 - Enter all kids' names, genders, birthdates, and any allergies.
- Remain at check in area until 20 minutes past the start time of the gathering you're scheduled for.

Other Responsibilities:

- Assist families if any problems arise.
- Help ease the anxiety of guests by introducing the family to the Kid's Ministry Director or their child's Lead Teacher.
- Attend Team Nights.

Kid's Min – Assistant Teacher

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Lead Teacher

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the Kid's Ministry Team, you'll be part of creating a comfortable environment for our kids to hear the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Supporting the lead teacher by engaging the children in activities, Bible story, discussion, worship, and praying for each kid.

Guidelines:

- Arrive with an excitable and high energy spirit.
- On the Sunday scheduled to serve, arrive 20 minutes early to check-in and help lead teacher set up.
- If near gym, greet kids (then parents) when they drop off/pick up kids.
- Interact with kids and assist lead teacher however needed.
- Help clean up *after* the kids are picked up.
- Provide crowd control in the gym and during the teaching/lesson times.

Other Responsibilities:

- Be encouraging and participate during activities.
- Assist the lead teacher in keeping all children safe.
- Help with snack time and washing of hands.
- Assist the lead teacher in ensuring each child is picked up by the authorized person with the matching security number.
- Assist in escorting kids to bathroom (Elementary only).
- Attend Team Nights.

Greeting Team

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Greeting Team Coach

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the 1st Impressions Team, you'll be part of creating a comfortable environment for our guests so they can be open to hearing the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Creating a comfortable environment for guests by offering a sincere greeting and acknowledging each guest as they enter the building.

Guidelines:

- Arrive on time at your door 30 minutes prior to the starting time of the gathering you're serving at.
- Wear a lanyard that helps guests identify you as someone who can help them.
- Resist the temptation to have conversations with friends/family while greeting guests.
- Maintain positive body language (smile, make eye contact, and stand with good posture).
- Be familiar with the building and special events at church. Check out the Monthly Bulletin before the service for any information you may need.
- Personally escort any guest who asks where something is located. This helps them feel valued. Avoid pointing or giving directions.
- Refrain from eating, drinking, or using your phone while serving.
- If you will miss your opportunity to serve, please inform your team leader.
- Attend Team Nights.

Outside Door Greeter:

- Station yourself outside to open the door and welcome guests and regulars with an enthusiastic smile before they enter the building.
- Please do not prop open the doors.

Main Auditorium Door Greeter:

- Station yourself outside the Main Auditorium Door and welcome guests and regulars with an enthusiastic smile before they enter.
- Keep the doors open for the first 5 minutes after the service begins.
- After service, go back to your position during the last song and "exit greet" at your position for 10 minutes to thank people for joining us.

Café Team

"Reaching people by making disciples of Jesus."

Position:

- Direct Report: Cafe Coach

Our Purpose:

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. As part of the 1st Impressions Team, you'll be part of creating a comfortable environment for our guests so they can be open to hearing the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

The Win:

- Create a comfortable environment for guests by providing quality refreshments while interacting with each guest that approaches the coffee corner area.
- Check in everyone at registration.

Guidelines:

- Arrive on time at the coffee corner and registration table for the gathering you're serving at.
- Work together as a team to identify and welcome new guests.
- Wear a lanyard that helps guests identify you as someone who can help them.
- Resist the temptation to have conversations with friends/family while greeting guests.
- Maintain positive body language (smile, make eye contact, and stand with good posture).
- Be familiar with the building and special events at church. Check out the Monthly Bulletin before the service for any information you may need.
- Refrain from eating, drinking, or using your phone while serving.
- If you will miss your opportunity to serve, please inform your team leader.
- Attend team nights

Café Drinks:

- Start brewing the coffee at 8:00am and place creamers on coffee cart.
- Make sure coffee table is stocked with cups, lids, sleeves, straws, and mints.
- Offer creamer to everyone you serve.
- Make sure everyone receives a lid.
- Ensure first time guests receive a black lid with their coffee cup.
- **After service**, move quietly to the coffee corner to continue providing drinks until 15 after, or until coffee is gone.

- **When cleaning up**, properly put away all supplies and ensure carafes have been properly cleaned.
- Any supplies we're low on must be communicated to the Team Leader.

Registration Table:

- Start checking everyone in a half an hour before service.
- Have correct head count for service
- Register new guests and identify them to the café.