

**SO...
YOU WANT TO BE
A VOLUNTEER!**

**THE INS AND OUTS OF
VOLUNTEERING AT
EAST AVE CHURCH
& ADDING TO THE
KINGDOM OF GOD**

**east
ave
church**

2020 EAST AVE CHURCH VOLUNTEER HANDBOOK

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EAC ETHOS

EXCELLENCE HONORS GOD

WE FIRMLY BELIEVE THAT GOD HAS CALLED US TO LIVE A LIFE OF EXCELLENCE - WE DON'T DO THINGS HALF-HEARTEDLY OR WITH LESS THAN OUR ALL, BECAUSE

GOD DESERVES OUR ABSOLUTE BEST.

AND WHEN WE GIVE HIM OUR BEST AND LOVE THE PEOPLE AROUND US WELL, LIVES ARE TRANSFORMED (INCLUDING OUR OWN)!

THERE ARE NO SMALL JOBS IN THE KINGDOM OF GOD - EVERY SINGLE VOLUNTEER POSITION AROUND EAST AVE CHURCH IS VITAL TO THE HEALTH AND GROWTH OF THE CHURCH, AND TO THE SPIRITUAL LIVES OF THE PEOPLE WHO ATTEND. WE COULDN'T DO ANY OF THIS WITHOUT YOU!

THANK YOU FOR MAKING THE COMMITMENT TO SERVE THE BODY OF CHRIST!

WHAT WE BELIEVE AT EAC

WE EXIST TO WORSHIP GOD, CONNECT WITH OTHERS, AND TO SERVE ALL.

WORSHIP:
WE FULFILL OUR PURPOSE AS CHRISTIANS AS WE LEARN TO WORSHIP GOD, BOTH CORPORATELY AND PRIVATELY.

CONNECT:
OUR RELATIONSHIP WITH GOD IS SHAPED BY THE COMPANY WE PURPOSEFULLY KEEP.

SERVE:
THE HEART OF THE MESSAGE OF JESUS COMPELS US TO ACT OUT OUR FAITH.

HOW WE BEHAVE:
WE STRIVE TO BE AUTHENTIC FOLLOWERS OF CHRIST WHO WELCOME EVERYONE AND TREAT THEM WITH GRACE AND RESPECT.

WHAT SUCCESS LOOKS LIKE:
PASSING ON THE HOPE OF JESUS FROM ONE PERSON TO THE NEXT THROUGH OUR OBEDIENCE.

AS AN EAC VOLUNTEER, YOU HAVE THE PRIVILEGE OF SHAPING SOMEONE'S EXPERIENCE WITH GOD EACH WEEK!

OUR FAVORITE PRACTICES

**SMILE & MAKE EYE CONTACT!
KEEP YOUR PHONE STOWED AWAY DURING YOUR SHIFT.**

BE EARLY TO YOUR SCHEDULED VOLUNTEER SHIFT, AND READY TO GO BEFORE GUESTS ARRIVE.

SPEAK PROFESSIONALLY, KINDLY, AND CREATIVELY - IF YOU DON'T KNOW AN ANSWER, FIND SOMEONE WHO DOES!

MAKE THE EXTRA EFFORT TO WALK GUESTS WHERE THEY NEED TO GO, INSTEAD OF JUST POINTING IN A DIRECTION.

IF YOU CANNOT WORK YOUR SCHEDULED DAY, FIND A REPLACEMENT FOR YOURSELF.

DID YOU KNOW?

THE THINGS A GUEST NOTICES FIRST ARE: CLEANLINESS, FRIENDLINESS, SMELL, EASE OF ACCESS TO AREAS OF THE FACILITY THAT THEY ARE LOOKING FOR .

BE AWARE OF GUESTS AND ANTICIPATE THEIR NEEDS TO BETTER SERVE THEM.

IT TAKES A FULL TEAM OF PEOPLE DEDICATED TO CARING FOR THE FACILITIES AND THE PEOPLE THAT COME THROUGH OUR DOORS. WE WANT TO MAKE SURE THAT GUESTS DON'T MISS THE HOPE OF JESUS BECAUSE THEY'RE TOO DISTRACTED BY CLUTTER!

OUR CHURCH USES THE PLANNING CENTER APP TO SCHEDULE ALL VOLUNTEERS. ONCE YOU COMMIT TO VOLUNTEERING, YOUR TEAM LEADER CAN HELP YOU INSTALL THE APP AND SHOW YOU HOW TO USE IT.

EACH MONTH YOU WILL RECEIVE EMAILS AND NOTIFICATIONS ON YOUR PHONE, ASKING YOU TO SERVE YOUR SCHEDULED WEEKEND. YOU WILL HAVE THE OPTION TO ACCEPT OR DECLINE THROUGH THE APP. BY LETTING US KNOW IF YOU ARE ABLE TO SERVE, YOU HELP YOUR TEAM BE PREPARED TO SERVE OUR GUESTS FOR THAT WEEKEND.

BEFORE

AFTER

CLEAN UP YOUR SPACE! OUR FACILITIES ARE USED SEVERAL TIMES A WEEK AND EVERYTHING NEEDS TO BE READY FOR THE NEXT GROUP COMING IN.

COMMUNICATE WITH YOUR TEAM LEADER ABOUT ANYTHING THAT NEEDS RESTOCKED, REPAIRED, ETC.

IF IN KIDS ZONE, DO NOT LEAVE UNTIL ALL CHILDREN ARE PICKED UP.

SERVING TIMELINE

DURING

COMMITTING TO SERVE MEANS ARRIVING 20 MINUTES BEFORE SERVICE AND STAYING 10 MINUTES AFTER. BEING LATE IMPACTS NOT ONLY YOUR TEAM AND THE GUESTS, BUT ALSO OTHER TEAMS THAT RELY ON YOUR SERVICES. WE ALL WORK TOGETHER!

PARKING - WE SAVE CLOSEST SPOTS FOR OUR GUESTS, SO IF YOU ARE ABLE, PLEASE PARK IN THE BACK LOT BY THE GYM.

PREPARE YOUR WORKSPACE FOR THE BEST EXPERIENCE POSSIBLE FOR EVERY GUEST AT EVERY SERVICE, INCLUDING SETTING UP AND CLEANING UP.

ALWAYS WEAR YOUR LANYARD - IT HELPS GUESTS IDENTIFY YOU AS SOMEONE WHO CAN HELP! IT ALSO HELPS MAINTAIN A SECURE CAMPUS.

NO MATTER WHERE YOU'RE SERVING, MAKE SURE THAT EVERY SINGLE GUEST FEELS NOTICED, RESPECTED, AND LOVED.

OUR MINISTRY PHILOSOPHIES

THINK PEOPLE, NOT PROGRAMS

- Serving others above all other duties
- Be committed to life transformation in yourself and others
- Move people toward relationship and finding a place to serve

PLAY AS A TEAM

- Invest in the lives of your teammates
- Initiate contribution outside your ministry area
- Put cooperation over competition
- Allow input from others and value the opinions and skills of others
- Honor trust among your teammates
- Speak the truth in love

REPLACE YOURSELF

- Consistently discover and develop new leaders
- Train and allow others to lead
- Give others grace to grow

KEEP YOUR MINISTRY RELEVANT

- Listen to people who are far from God
- Work on your ministry, not just in it

MAKE IT FUN

- Choose joy under pressure
- Freely express gratitude and encouragement to teammates
- Bring laughter & a light heart to the team
- Be an encourager, and a champion of those who are struggling

MISSION MINDSET

- Explore, risk, and find new ways to be people on a mission
- Cast a vision for what it means to be a follower of Jesus, and live it out
- Create engaging environments and opportunities to listen and respond to the Holy Spirit
- Challenge people to know God deeply and to live in community
- Train individuals and their families to live missionally

“THE MEASURE OF A MAN’S GREATNESS IS NOT IN HOW MANY SERVANTS HE HAS, BUT IN HOW MANY PEOPLE HE SERVES.”

KIDS ZONE

TEAM LEAD: MIRIAM STANFORD

HOW OFTEN YOU'D WORK:

13 weekends a year (once a month,
plus one bonus weekend)

JOB REQUIREMENTS & DESCRIPTION:

- Must love kids!
- Share the love of Jesus with kiddos, raising up the next generation in the Kingdom of God.
- Often will do crafts, games, stories, and songs.

STEPS TO GET INVOLVED:

1. Regularly attend weekend church services.
2. Be actively involved in a church ministry for 4+ months.
3. Fill out Kids Zone Volunteer Application.
4. Interview with a church staff member.
5. Pass a background check.

WHY THIS JOB ROCKS:

It is undeniably the most fun you'll have working at the church, and quite possibly the most rewarding!

TECH TEAM

TEAM LEAD: ANDY SHOEMAKER

HOW OFTEN YOU'D WORK:

13 weekends a year (once a month, plus one bonus weekend)

JOB REQUIREMENTS & DESCRIPTION:

- Ability to learn new programs and technology.
- Very detail oriented & focused.
- Enjoys working behind the scenes.

STEPS TO GET INVOLVED:

1. Regularly attend weekend church services.
2. Let us know on your Connection Card that you'd like to be involved!
3. Get trained!

DID YOU KNOW?

CHURCH GUESTS ARE HIGHLY CONSUMER-ORIENTED. THAT MEANS THAT GOOD FIRST IMPRESSIONS ARE INCREDIBLY IMPORTANT!

WE'VE BEEN TAUGHT US THAT IF WE DON'T FIND EXACTLY WHAT WE WANT AT ONE STORE, ANOTHER STORE DOWN THE STREET WILL HAVE IT. IF OUR BUILDING IS TOO HARD FOR GUESTS TO NAVIGATE, IF PEOPLE ARE UNACCEPTING AND UNFRIENDLY, THEN ANOTHER CHURCH DOWN THE STREET MAY HAVE WHAT THEY'RE LOOKING FOR. OR WORSE YET, THEY MAY DECIDE FINDING A CHURCH IS NOT WORTH THE EFFORT AND GIVE UP THEIR SEARCH ALTOGETHER.

GUEST SERVICES

TEAM LEAD: CHANEL YOUNG

HOW OFTEN YOU'D WORK:

13 weekends a year (once a month, plus one bonus weekend)

JOB REQUIREMENTS & DESCRIPTION:

- Serve others through coffee prep, LOOP distribution, and above all being a friendly face.
- Strive to make sure every person who walks into our building feels noticed and loved.

STEPS TO GET INVOLVED:

1. Regularly attend weekend church services.
2. Let us know on your Connection Card that you'd like to serve!

DID YOU KNOW?

THE CHURCH IS IN THE HOSPITALITY BUSINESS. IT'S TRUE!

ALTHOUGH OUR ULTIMATE GOAL IS TO REACH PEOPLE FOR JESUS, WE WON'T REACH THAT POINT WITH GUESTS IF THEY'RE DISTRACTED BY OUR INATTENTION TO DETAIL, FEELING UNCOMFORTABLE AND OUT OF PLACE, OR LOST.