

## **Guest Services Job Descriptions**

### **Updated 2/2010**

#### **A. Usher**

An usher is a person who is available to help guests find seats in the Worship Center during worship services and, who helps serve Communion and take up offering during any worship service(s).

Time Commitment: ½ hour every Sunday morning

Serve Times: Before and during worship service

Job Duties include: Take up offering, help people find seats in the Worship Center

When do you arrive: 9:40 a.m. to pray and get ready to serve

When do you leave: After main service

What do you do when you arrive: Attend prayer with Guest Service Team/put on name tag/be in place by 9:55 a.m.

Frequency of service- 2 times per month

#### **B. Greeter**

A greeter is the first person a guest sees when they arrive at SACC. Greeters have three main service duties: door greeter who stands and opens the door as people arrive/leave; worship greeter who stands at the entrance to the worship center and hands out bulletins and communication cards and welcomes people; and floor greeter who stands in the foyer and welcomes people and helps them find their way if the need help.

Time Commitment: 1 hour every Sunday morning

Serve Times: Before and after worship service

Job Duties include: Hold doors open, greet people with a smile and handshake, help people find their way around, hand out bulletins and communication cards, and help people as they leave.

When do you arrive: 9:40 a.m. to pray and get ready to serve

When do you leave: After main service

What do you do when you arrive: Attend prayer with Guest Service Team/put on name tag/be in place by 9:55 a.m.

Frequency of service: 1-2 times per month

#### **C. Communion Prep/Clean up**

The person who serves in this area prepares communion on Saturday morning/afternoon (arrive by 2 p.m. to get into the building) for the main worship service Sunday morning. After Sunday morning worship service, the volunteer takes all the communion trays and etc and brings them to the back kitchen and cleans them out.

Time Commitment: 2 hours every other month

Serve Times: Saturday morning/afternoon and Sunday morning

Job Duties include: Prepare communion trays for Sunday morning and clean up the dirty communion supplies after service on Sunday morning/afternoon

When do you arrive: No later than 2 on Saturday and 9:40 a.m. Sunday morning to pray with the team.

When do you leave: After the communion supplies are clean and put away

What do you do when you arrive: Prepare communion and place it at the Welcome Center on Saturday; on Sunday at 9:40 you come and pray with the team and then clean up after the service.

Frequency of service: once every other month

#### **D. Home Communion**

The person who serves home communion picks up the Communion Box on Sunday morning after service, along with a list of those he needs to visit, and after service calls the people on the list and then visits them in their home/nursing care facility and brings them Communion and prays with them.

Time Commitment: 1 ½ hours Sunday afternoon

Serve Times: After service

Job Duties include: Take communion to people who cannot make it to church and pray with them in their homes

When do you arrive: 9:40 a.m. to pray and get ready to serve

When do you leave: After main service

What do you do when you arrive: Get the Communion box and list of people who need communion from the Welcome Center

Frequency of service: Once every other month

#### **E. Parking Team**

A Parking attendant is the first person people see when they arrive at So. Acres. The attendant greets people as they arrive, helps people find parking spaces, helps guests find guest parking, and helps people safely get into the church during inclement weather.

Time Commitment: 1-1 ½ hours Sunday morning

Serve Times: Before service, after service and after KidStuf

Job Duties include: 1-2 attendants in the front main parking lots, 1 attendant in the back parking lot to: help people in, greet people as they first arrive, help people get into the building in inclement weather, direct new guests to a parking space when they arrive, help maintain safe paths to walk, and other duties related to parking, the parking lot, the paths into the church, etc.

When do you arrive: 9:40 a.m. to pray and get ready to serve

When do you leave: After attending to parking duties after last service

What do you do when you arrive: Get your jackets/cones/walkie talkies/umbrellas/etc. that you need for that particular day.

Frequency of service: Every other week until we build a team of 12 people

#### **F. Welcome Center**

A Welcome Center volunteer is the hub of information on Sunday morning. He/She will answer questions, will help direct guests to where they need to go next, find staff to help with problems as they come up on Sunday mornings, and give people information that the leadership wants to communicate to the church body (i.e. flyers, written announcements, etc.)

Time Commitment: 1 hour every Sunday morning

Serve Times: Before and after worship service

Job Duties include: direct guests, disseminate information, coordinate between staff and guests, answer questions.

When do you arrive: 9:40 a.m. to pray and get ready to serve

When do you leave: After main service

What do you do when you arrive: Attend prayer with Guest Service

Team/put on name tag/be in place by 9:55 a.m.

Frequency of service: 1-2 times per month

#### **Area Coordinator**

An area coordinator is a person who oversees a specific area in guest services- Usher, Greeter, Home Communion, Communion Prep and Parking Team. They are responsible for calling their team members each week as a reminder to serve, write a thank you card quarterly to each person on their team, invest into their volunteers lives, head up huddle time every Sunday morning or find someone to head it up when they are out of town, fill in any voids or holes in their area, and touch volunteers who are MIA.

Time Commitment: 1 hour every Sunday morning and 1- 1 ½ hours during the week.

Serve Times: Before and after worship service, one night a week for phone calls

Job Duties include: See above

When do you arrive: 9:40 a.m. to pray and get ready to serve

When do you leave: After main service when your volunteers are finished serving

What do you do when you arrive: Attend prayer with Guest Service

Team/put on name tag/be in place by 9:55 a.m.

Frequency of service: every week

***If you have any desire to learn more information, or to volunteer for any position that is in your gift set and you are passionate about, please call Rob at 317-3821 or email him at [rob@soacres.com](mailto:rob@soacres.com)***

### **Immediate Volunteer Needs**

- a. Two (2) people to fulfill responsibilities for Ushers.
- b. One (1) person to fulfill responsibilities for Home Communion.
- c. Three (3) people to fulfill responsibilities for Greeters (third weekend of the month).
- d. Three (3) people to fulfill responsibilities for Greeters (fourth weekend of the month)
- e. Eight (8) people to rotate bi-weekly on the parking team.