**Guest Services**

**Medical Check-In Volunteer\***

***Summary***

Medical Check-In Volunteers complete temperature reading of volunteers and leaders and screen for signs of illness prior to serving in their roles. \*Ideally, this role is fulfilled by an individual who is a licensed medical professional, such as a doctor, nurse, first responder, or EMT.

* Reports to Guest Services Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Completes medical check-in and temperature screening on self at home to ensure personal wellness prior to arriving at church
* Arrives 45 minutes before service or event start time
* Wears guest services lanyard and protective mask while serving
* Completes temperature reading with a touchless thermometer of volunteers and leaders to ensure no fever above 100.4⁰
* Asks volunteers and leaders questions about illness symptoms and recent interactions with symptomatic individuals
* Ensures volunteers and leaders are in appropriate health to serve
* Asks potentially ill volunteers and leaders to not serve and to leave facility until symptoms resume to normal for 48 hours
* Alerts Attendance Capacity and Guest Services Team Leaders on potentially ill volunteers

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Attendance Check-In Volunteer**

***Summary***

Attendance Check-In Volunteers use the church’s online registration system to check in those who have pre-registered to attend a service or an event.

* Reports to Attendance Capacity Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Uses computer or tablet to check in attendees as they arrive, ensuring names and total attendee counts match online pre-registration
* Registers attendees who did not register prior to arrival to ensure accurate attendance count
* Alerts Attendance Capacity Team Leader, if attendance capacity is reached
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached
* Recruits volunteers to serve on Attendance Capacity Team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Attendance Capacity Volunteer**

***Summary***

Attendance Capacity Volunteers count attendees entering the church’s service or event seating area to ensure that attendance capacity guidelines are met for the church’s facility to maintain social distancing.

* Reports to Attendance Capacity Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Counts number of individuals that enter the service or event seating area to ensure attendance capacity does not max out
* Alerts Attendance Capacity Team Leader, if attendance capacity is reached
* Holds attendees at worship center doors to prevent additional entrance, if attendance capacity is reached
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached
* Recruits volunteers to serve on Attendance Capacity Team

*Core Competencies*

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Offering Volunteer**

***Summary***

Offering Volunteers ensure that lockboxes, baskets, or plates are placed in central locations of the worship center in which attendees may place offerings in lieu of passing plates or baskets. Offering Volunteers monitor these areas closely while maintaining social distancing.

* Reports to Attendance Capacity Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Places offering lockbox, basket, or plate in central location in worship center
* Cleans offering lockbox, basket, or plate and area with disinfectant
* Remains and monitors lockbox, basket, or plate for duration of service
* Moves lockbox, basket, or plate to secure location after service
* Recruits volunteers to serve on Attendance Capacity Team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Restroom Volunteer**

***Summary***

Restroom Volunteers monitor use of restrooms to ensure cleanliness and social distancing guidelines are maintained.

* Reports to Attendance Capacity Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* De-clutters and ensures cleanliness and availability of supplies in restroom
* Blocks off every other restroom stall and sink using cones or caution tape to maintain social distancing in restroom
* Ensures social distancing markers are in place outside restroom area, if a line forms
* Props open door to restroom
* Cleans door handles with disinfectant after propping open
* Monitors the number of attendees entering and exiting restroom to ensure social distancing
* Cleans restroom stall door handles and sink areas after each use
* At end of service or event, de-clutters restroom area and closes and locks door to prevent unattended entrance
* Cleans door handle with disinfectant after closing and locking door
* Recruits volunteers to serve on Attendance Capacity Team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Attendance Capacity Team Leader**

***Summary***

Attendance Capacity Team Leaders oversee attendance capacity for the church to ensure social distancing for the facility.

* Reports to Guest Services Ministry Director
* Oversees Attendance Capacity Team Volunteers
* Weekly time investment: 2-5 hours

***Ministry Responsibilities***

* Works with Guest Services Ministry Director to establish attendance capacity for facility and service(s)
* Works with Guest Services Ministry Director to ensure weekly online pre-registration for service closes at 75% of attendance capacity
* Arrives 45 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Ensures computer or tablet is available prior to service for Attendance Check-In Volunteer
* Ensures overflow areas are ready, if attendance capacity is reached
* Works with Attendance Capacity Volunteers to ensure attendance capacity is monitored and social distancing guidelines followed
* Alerts Attendance Capacity and Guest Services team members when service or event reaches maximum capacity
* Assists with holding attendees at worship center doors to prevent additional entrance, if attendance capacity is reached
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached

***Core Competencies***

* Discipleship: Knows basic doctrines, practices spiritual disciplines, and exhibits the fruit of the Spirit
* Vision: Articulates and implements vision for ministry area
* Strategy: Leads others to unite around and execute ministry strategy
* Collaboration: Works through others
* People Development: Develops others
* Stewardship: Faithfully stewards giftedness of others

**Guest Services**

**Parking Team** **Volunteer**

***Summary***

Parking Team Volunteers provide an enthusiastic and welcoming environment to all attendees as they arrive in parking areas.

* Reports to Guest Services Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard, safety vest, and protective mask while serving
* Ensures parking cones block off every other parking space to maintain social distancing guidelines in parking lot
* Greets all attendees as they arrive
* Identifies first-time guests, directs to designated parking area, and escorts guests to welcome center
* Directs handicapped guests and families to designated parking areas
* Rearranges parking cones and signage as parking spaces fill up
* Offers umbrellas and escorts attendees to covered areas on rainy days
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached
* Departs from position after shift change or all attendees have left the area
* Recruits volunteers to serve on Parking Team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Welcome Center Volunteer**

***Summary***

Welcome Center Volunteers provide a welcoming environment to all first-time guests.

* Reports to Guest Services Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Cleans welcome center area with disinfectant
* Ensures area is stocked with information cards, pens, supplies, hand sanitizer, and protective masks
* Watches for first-time guests and engages guests in conversation
* Communicates basic church ministry information to guests
* Escorts guests to appropriate classroom or to worship center
* Remains at position for duration of service or event
* Watches for guests after service and offers additional help as needed
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached
* Departs from position after shift change or all attendees have left the area
* Recruits volunteers to serve on Welcome Center Team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Entry Team Volunteer**

***Summary***

Entry Team Volunteers provide a welcoming environment to all attendees at exterior and interior facility entrances.

* Reports to Guest Services Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Props open doors for arriving attendees
* Cleans door handles with disinfectant after propping open and closing
* Stands in lobby or entry way and greets all guests and attendees, maintaining social distancing
* Directs first-time guests to welcome center
* Helps guests keep foyer noise at a minimum in while service is in progress
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached
* Departs from position after shift change or all attendees have left the area
* Recruits volunteers to serve on Entry Team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services**

**Seating Team Volunteer**

***Summary***

Seating Team Volunteers provide a welcoming environment to all attendees as they arrive, are seated, and are dismissed in worship center.

* Reports to Guest Services Team Leader
* Weekly time investment: 1-3 hours

***Ministry Responsibilities***

* Arrives 30 minutes prior to service or event start time and completes medical check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* De-clutters seats before opening doors and ensures seating barriers are in place to maintain social distancing
* Directs attendees to move to front of each open section, leaving room at rear for late-comers and maintaining social distancing
* Assists older guests or handicapped guests to appropriate seating
* Directs attendees to overflow areas or to online viewing options, if attendance capacity is reached
* Sits near doors for duration of service to open and close doors for those who arrive late or need to leave during the service or event
* Cleans door handles with disinfectant after each use
* Dismisses attendees row by row to maintain social distancing when service concludes
* Cleans seats with disinfectant to prepare for next service
* Departs from position after shift change or all guests have left the area
* Recruits volunteers to serve on seating team

***Core Competencies***

* Discipleship: Knows the gospel and takes responsibility for personal development
* Vision: Supports vision of ministry area
* Strategy: Serves effectively in ministry role
* Collaboration: Works with others
* People Development: Displays willingness to be developed
* Stewardship: Faithfully stewards their personal giftedness

**Guest Services Team Leader**

***Summary***

Guest Services Leaders oversee and coordinate Guest Services Volunteers who provide a welcoming and hospitable environment to all attendees.

* Reports to Guest Services Ministry Director
* Oversees Guest Services Volunteers
* Weekly time investment: 2-5 hours

***Ministry Responsibilities***

* Arrives 45 minutes prior to service or event start time and completes check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Works with Attendance Check-In and Attendance Compliance Volunteers to ensure attendance capacity is monitored and social distancing guidelines followed
* Alerts Guest Services team members when service or event reaches maximum capacity and directs attendees to overflow areas or online viewing options
* Shepherds volunteers through discipleship and prayer
* Trains volunteers on specific role responsibilities
* Schedules volunteers for service and finds substitutes as needed
* Oversees the duties of volunteers and fills in as needed
* Mentors two Guest Services Volunteers with the goal of developing new leaders

***Core Competencies***

* Discipleship: Knows basic doctrines, practices spiritual disciplines, and exhibits the fruit of the Spirit
* Vision: Articulates and implements vision for ministry area
* Strategy: Leads others to unite around and execute ministry strategy
* Collaboration: Works through others
* People Development: Develops others
* Stewardship: Faithfully stewards giftedness of others

**Guest Services Ministry Director**

***Summary***

Guest Services Ministry Directors lead the church’s guest services ministry to ensure hospitality to all church members and guests.

* Reports to Pastor or other church staff liaison
* Oversees Guest Services Team Leaders
* Weekly time investment: 30-40 hours

***Ministry Responsibilities***

* Arrives 45 minutes prior to service or event start time and completes check-in and temperature screening
* Wears guest services lanyard and protective mask while serving
* Provides strategic leadership of Guest Services implementation consistent with church’s mission
* Recruits and trains Guest Services Team Leaders
* Establishes attendance capacity for facility and service(s) to maintain social distancing
* Sets up weekly online pre-registration for service(s) to ensure registration closes at 75% of attendance capacity
* Designates overflow seating areas in advance to accommodate attendees, if attendance capacity is reached
* Works with Livestream Director or Worship Pastor to ensure online viewing options are available and communicates options to Guest Services volunteers and leaders
* Shepherds leaders through discipleship and prayer
* Serves as liaison between Guest Services, church staff, and ministries
* Invests in leaders and delegates responsibilities to create a development pathway
* Manages Guest Services Ministry budget

***Core Competencies***

* Discipleship: Understands and applies systematic and biblical theology and teaches spiritual disciplines
* Vision: Contextualizes vision for ministry area
* Strategy: Designs ministry strategy and implements in ministry context
* Collaboration: Works through leaders
* People Development: Creates a development pathway for ministry
* Stewardship: Faithfully stewards church's resources