

# Greeter/Usher Team Member Job Description

Frontline exists to enable a person to move from being a stranger to becoming a “fully connected” of Covenant Life Church and to make our “connected” members glad they chose CLC as their place of worship.

## Qualifications/Spiritual Profile

- An authentic, personal relationship with Jesus Christ
- A Christian life-style that shows growth toward maturity
- Spiritual gifts include: hospitality, shepherding, encouragement, helps
- Strong commitment to the Mission, Vision, and Values of CLC

## Responsibilities

All team members will be asked to meet 30 minutes early (8:30) on the Sunday they are serving, for prayer and any special instructions for the day. After this brief meeting the team will then fulfill their various roles for the morning: which includes greeting at your station between services until 5 minutes after the second service begins.

### TEAM CAPTAINS

Responsible to ensure that all aspects of the Frontline team responsibilities are fulfilled each week.

- Arrive early to organize (45 – 60 minutes prior to service)
  1. Obtain bulletins from the office and distribute to the interior doors.
  2. Pull name tags for the team members – affix to lanyards
  3. Ensure handicap signs are placed in the parking lot.
  4. Ensure any other temporary signs are in place for parking
  6. Replace the name tags ten minutes after the 2<sup>nd</sup> service has commenced.
  7. In the event Joe is gone, turn on lights and be sure all doors are unlocked.
- Lead the group in prayer and discussion time. (30 minutes prior to service)
- Ensure that volunteers fill all positions on time. (Use layout for priority placement)
- Encourage team members to obtain substitutes if they are unable to serve on their Sunday.
- Find replacement volunteers for no-shows.
- Arrange to have greeters available the following week for special church events (as requested by staff)
- Provide regular feedback to team members to continually improve the effectiveness of the team.
- Assist with any special needs as they arise.

### EXTERIOR DOOR GREETERS

Responsible to greet everyone in a manner that reflects the love of Christ by extending a friendly greeting and offering helpful information when needed.

- Review and familiarize yourself with the Frontline team member guidelines on the church website
- Be on time for the circle of prayer and door assignments 30 minutes prior to the service.
- Be in place at your assigned door 20 minutes before the start of each service until 5 minutes after the start of the service.
- Take the initiative to welcome and greet all attendees.
- Assist with any special needs that arise.
- Identify visitors and offer information by showing them around and answering any questions they have. Find another greeter to cover your door during this time.
- After the 1<sup>st</sup> service, look for and talk to people you do not know.
- Return to your position immediately following the 1<sup>st</sup> service until 5 minutes after the start of the service.
- Weather permitting, you may want to open the doors and greet persons as they approach the entrance on the outside.

## ROAMING GREETERS

Responsible to seek out visitors and non-members in a manner that reflects the love of Christ by extending a friendly introduction and offering helpful information when needed.

- Review and familiarize yourself with the Frontline team member guidelines on the church website
- Be on time for the circle of prayer and door assignments 30 minutes prior to the service.
- In place in your assigned area 20 minutes before the start of each service until 5 minutes after the start of the service.
- Seek out people who look like they are new, need help or they want a conversation with someone.
- Offer information to people by showing them around, answering questions and introducing them to others.
- Look for and talk to those you met recently and build on your new relationship.
- Do the same after the service.

## INTERIOR DOOR GREETERS

- Review and familiarize yourself with the Frontline team member guidelines on the church website
- Be on time for the circle of prayer and door assignments 30 minutes prior to the service.
- In place at each Worship Center entrance 20 minutes before the start of the service.
- Check to be sure bulletins (and any additional handouts) are at each Worship Center entrance.
- Greet attendees and distribute bulletins as they enter Worship Center.
- As Worship Center fills up, assist people with finding seats. If necessary, walk with them to their row.
- Stay at each Worship Center entrance until the worship portion of the service is complete, and the children have been dismissed to Promiseland. Once the message has begun you may sit in the congregation. One usher should sit in the back of the Worship Center to assist with any special needs.

## INFORMATION BOOTH HOSTS

- Review and familiarize yourself with the Frontline team member guidelines on the church website
- Be on time for the circle of prayer and door assignments 30 minutes prior to the service.
- In place at the info booth 20 minutes before the start of each service.
- When you arrive, organize desk and counter area. Restock any missing brochures. Read bulletin to be sure you have all information needed for the morning. Find staff members to help if necessary.
- Remain in place at the info during both services.
- Cover the church telephone
- Distribute sermon tapes after the second service.
  1. Check before service to be sure all necessary equipment is in place at the info booth.
  2. Produce and distribute message tapes immediately after the first service. Record 3 – 5 extras for distribution after the second service.