



## Welcome Center Team Role Responsibilities

### Our Mission

To reintroduce people to Jesus and the life that he offers

### Our Vision

To see God transform us into a community of grace, living out the purpose and personality of Jesus in our world.

### Our Goals (How we live out our mission and vision)

1. Eliminate distractions for guests that will keep them from being re-introduced to Jesus.
2. Help guests to feel valued - to know they matter to us because they matter to God.

### Welcome Center Team Member Requirements—

- Be an active worshipper at Southside Fellowship.
- Attend (or have attended) Discovering Southside Fellowship in the last 3 years
- Be a friendly, smiling person who enjoys serving others.
- Have an attitude of friendliness and concern for others.
- Be a good team player, committed to serve with your team.
- Finally, you need to be sensitive to how others see our church by looking at it through their eyes.

### Expectations

- Serve with team once every 4 weeks.
- Find replacement if unable to serve during scheduled time.
- Plan to be on duty through both Worship Services.
- Attend FIT training classes as offered. This is important because you will need a good overall knowledge of what is happening at SF. It is an expected part of serving on the Welcome Center Team.
- Support FIT guidelines and procedures.

~continued~



## Communication

The preferred form of communication is email. Critical information such as weekly updates, team rosters, and serving schedules are distributed by email. Please make sure that the church has your accurate email address.

## Day of Service - What do I do?

- **PRIOR TO SUNDAY - Don't Fumble the Football (important weekly information about SF)!** This will come to you via email the Friday before you serve. Review carefully so you are prepared to answer questions.
- Report to Welcome Center West by 8:30 am on Sunday mornings for community prayer, focus and team plan.
  - Retrieve name badge from attaché located on the Welcome Center East Counter. Be sure to wear it throughout the entire morning. This identifies you as FIT member.
  - Collect any other necessary material (Comment cards, Quick sheet, etc.)
  - Receive assignment and head to your post.
- Be prepared to answer questions. This could include anything from, *"How do I get more information about your church?"* to *"Where are the restrooms?"*
- Never leave the Welcome Center unattended. As the crowd dies down between services at least one Welcome Center Team member should be behind the counter. The Welcome Center should be fully staffed again at 10:00 a.m.
- Keep the Welcome Center open until the Commons area clears out, but do not close down before 12:00 noon.
- Focus on others – not yourself. Limit conversations with friends and other FIT members by saying, *I'm on duty now, let me talk to you later.*

## Scheduling/Conflicts

- Serving schedules are distributed bi-annually (May-October, November-April). Schedules are usually distributed 2-3 months in advance.
- If you have a conflict with a date that you are scheduled to serve, please use your Team Roster to find someone who would be willing to fill in for you. Once you have found a substitute, please contact your team co-leader to let them know of the change.

## Emergency Procedures

- In case of evacuation, assist classroom teachers with evacuating their classes and moving them to the designated staging areas. An Emergency Response Team will be responsible for clearing the building.



## Dress Guidelines

- Business casual
- Please NO chewing gum
- No short skirts, heavy perfumes, plunging necklines, shorts, tank tops, tight or see-thru clothing
- Nothing that might distract from the worship experience

Pst/lj/gg - 041806

