

Welcome Center Team Description & Responsibilities

2019 Coordinator: Natasha Wilson
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Overview

The Welcome Center Team serves to facilitate an inviting and informative place of connection for newcomers and an opportunity for regular members and attenders to fellowship and be mobilized.

Team Leader Expectations

1. Provide a schedule for WC volunteers in a timely manner as requested by the Associate Pastor.
2. When possible, send a text reminder to your respective WC teams prior to the Sunday they are scheduled to serve
3. Provide any necessary training/orientation to your volunteers and actively seek additional people to serve throughout the course of the year
4. Provide children's check-in training for new volunteers

Team Roles & Responsibilities

- Setup Crew (before 1st hour)
- Host (1st and 2nd hour)
- Kitchen Facilitator (1st and 2nd hour)
- Teardown Crew (after 2nd hour)
- Attend all trainings/meetings
- Communicate responsibly with Coordinator/Team leaders regarding any unavoidable absences for times of service, training, meetings
- Maintain a spirit of cooperation, service, and faithfulness
- Follow instructions regarding setup, hosting, facilitating, and cleanup/teardown (attached)

Frequently Asked Questions

- **How will I know when I am scheduled?**
There are 3 places where you can check the volunteer schedule:
 1. On the hard copy schedule posted on WC desk & wall

2. On the church website - www.coralhillbaptist.com/thisweek
 3. On the church app
- **What time am I expected to serve? to arrive?**
 - i. Setup (Arrive by 7:20am)
 - ii. 1st hour: 9-9:30 (arrive by 9am)
 - iii. 2nd hour: 10:30-11 (arrive by 10:30am)
 - iv. Cleanup (Arrive by 11am)

 - **Is there any other responsibilities or expectations I should be aware of?**
 - i. A note about clean up/storage: The fellowship hall closet is designated for storage of items related to WC. If items are found that appear not to belong in the fellowship hall closet, please inform Coordinator, Team Leader or Associate Pastor as these items can potentially hinder the WC setup/cleanup
 - ii. A note about lanyards: Please wear at all times while serving in WC as they are very helpful to newcomers and regular members/attenders in knowing who can help meet their needs.
 - iii. A note about the Tot Corner: This area is not intended for children 5 and older. To ensure the safety of our youngest ones, please remind older children of this as needed. This area sends an important message to our visiting and regular families of the value we place on children and families. Please help maintain the cleanliness and tidiness of this area so this message can be a positive one!
 - iv. A note about the Welcome Center TV: Media Director will turn on/off and ensure function. Notify MD (Andy Brownfield) of any issues.

Additional Remarks

The following thought serves to guide us in all we do in the WC: We were all once visitors and newcomers to CHBC. Remember what helped you feel welcome and make connections to Christ, other people and opportunities to grow and serve and provide that same service to folks that come our way. Remember what stood in your way or deterred you; try to remove those obstacles for others.

**Reference separate document for Setup/Teardown instructions*