

USHER/GREETER TEAM LEADER

JOB DESCRIPTION



1 INTRODUCTION

Most people decide whether or not they will return to your church long before there ever hear the sermon. We cannot overstate the importance of an excellent gateway experience". The usher/greeter team plays an important role in creating the "gateway". This team exists to help ensure that our guest (as well as our regular attenders) have a positive experience when visiting.

2 ROLE

The usher/greeter team leader is considered part of the core leadership team. They will report to the pastor. The usher/greeter team leader will lead their team to ensure that the church is always ready to provide a positive gateway experience for visitors. The usher/greeter team fulfills three primary roles: 1) Greeters at all doors to welcome and hand out bulletins, 2) Ushers in the lobby to assist with seating and communion, 3) parking attendants as needed at each location.

3 RESPONSIBILITIES

The usher/greeter team leader's responsibilities are to equip their team for the following:

- Greeters are responsible for manning all exterior doors, welcoming & handing out bulletins prior to each service.
- Ushers will be in the chapel/auditorium and will:
 - Assist people in finding seats, Bibles, the giving boxes etc.
 - Usher will need to make additional considerations for people with disabilities.
 - Be aware of wheelchair accessibility and safe routes.
 - Your location may have designated spots or seats removed for wheelchairs.
 - Be prepared to serve communion to someone who is unable to stand in line or come forward.
- Both ushers and Greeters will help to clean their areas between services.
 - Pick up trash and bulletins left behind.
 - Straighten chairs in the chapel/auditorium
 - Make sure the lobby and worship area are presentable for the next service.
- Both ushers and greeters should be prepared to assist with emergencies and know where emergency support items are located
 - Work with your pastor to arrange for First-Aide, CPR and safety training for your team.
- Work with your Pastor to develop parking lot procedures as necessary for your location.
- Recruiting, training and scheduling of team of volunteers to help with these responsibilities for all services and campus events.

4 TRAINING & MEETINGS

- The usher/greeter team leader is expected to attend a monthly meeting with the CP and a quarterly all-campus meeting. ([*meeting schedule*](#))
- Team leaders are expected to participate in a [*small group*](#) at their campus.
- Team leaders are encouraged to take advantage of ongoing [*leadership development opportunities*](#).