

Collierville United Methodist Church

Our vision: Reaching out to transform lives by extending God’s love to all.

JOB DESCRIPTION

GUEST SERVICES

Overview / Purpose

Lead the congregation in reaching out to people with the good news of Jesus Christ and receive people into the congregation so they might develop a relationship with God in Christian community and grow as Christian disciples. Uphold the mission statement of CUMC “To know Christ and to make Him known.” Facilitate the congregation’s understanding of the vows of “supporting the church with my prayers, presence, gift, service and witness.” Help people understand how their life is a tool for hospitality: welcoming and incorporating new persons into the life of the congregation.

Meetings

Monthly with specific tasks to be accomplished weekly

Composition

- Staff program team member
- Communications Coordinator
- Volunteers that have expressed interest

Events (current)

- Newcomer Classes
- Ambassador Program
- New member luncheons
- 1st time visitor bags delivered
- 3rd time bread delivered
- Sunday morning greeters/Welcome Desk Volunteers

Responsibilities

- All visitor follow-ups
- New members receiving information
- Hospitality & visitor door step deliveries
- Restocking the sanctuary
- Other duties as the ministry grows

Length of Service

- 2 years

CORE VALUES

SCRIPTURE: Led by God’s Word

LOVE: Growing in God’s Grace

HUMILITY: Walking w/God

SERVANTHOOD: Living as God’s Servants

MISSION: Reaching out in God’s Love, Justice & Mercy

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Chairperson – GUEST SERVICES

Overview:

This leader must have passion for telling all people by word and action the good news of God's love through Jesus Christ. This leader must listen and communicate well with people of all ages, care deeply that people know Christ, be able to work with church members, visitors, and unchurched people. This person must explore new 21st century ways of greeting and incorporating people.

- Maintain a healthy and growing spiritual life and lead others to do the same
- Elect a Vice-Chair and a secretary to record minutes at the first meeting of the year
- Communicate with your staff liaison to discuss the agenda for the meetings
- Build networks with organizations, people, and resources in and beyond the congregation that are concerned with assimilating persons into the life of the church
- Update Social Media
- Work with the pastor and other leaders to align plans with the overall goals of the congregation
- Be familiar with United Methodist resources, facilitate their use and recommend appropriate resources for this work area

Coordinate

There are volunteers for these areas, however it is the chairperson's responsibility to either coordinate the schedule or delegate this responsibility to a volunteer.

- Greeters
- Welcome Desk Attendants for Sunday morning
- Attendance Sheet Gatherers
- 1st time visits
- 3rd time visits (Cindy Brewer)
- Sanctuary refresh
- Data Entry
- New Member Luncheons – fall & spring
- Newcomer Class
- Ambassador Program
- New members receiving information

Committee Service

- Administrative Board
- Council on Ministries

See addendum for an example of a weekly schedule

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OVERVIEW OF WEEKLY SCHEDULE

SUNDAY

- Manage schedule for all Greeters & Welcome Desk Volunteers for all Poplar services (8:30 Mosaic, 10:45 Poplar Sanctuary & Contemporary).
- Get names and take photos of any newly joined members. Send photos to Communications Coordinator
- Give newly joined members a New Member packet and directory
- Greet and hand out 1st Time Visitor bags as needed.
- We often have to fill in the gaps when volunteers do not show up for the above duties

MONDAY (This takes 2 hours minimum)

- Identify all 1st time visitors from sorted attendees. Make a copy of each 1st time visitor sheet for Sharon to input into Shelby.
- Assemble 1st time visitor bags & notify weekly assigned Doorstep Ministry volunteers that bags are ready for pick up.
- Send information to Ambassador coordinator to assign an Ambassador.
- Identify any visitors who want to join and pass info to Melanie Duncan
- Check inventory of brochures, pencils, mugs, prayer cards, offering envelopes & attendance pads including the kiosks
- 3rd Monday – Sanctuary Refresh – requires 3 to 4 volunteers and takes aprox. 1 ½ hours. This includes straighten up the sanctuary pews, restock offering envelopes & pencils. Quarterly refresh the balcony

TUESDAY

- Membership Secretary runs 1st time visitor, 3rd time visitor (bread), and weekly Sunday visitor reports

WEDNESDAY

- Send out email reminders to all volunteers for next Sunday. This includes Greeters, Welcome Desk Attendant, Attendance Sheet Gatherers, Doorstep Ministry and Visitor Data Entry & get subs if needed

THURSDAY

- Copy Greeter/Welcome Desk Volunteer schedules & place at Welcome desks & church office