

# CONNECT TEAM

STEP-BY-STEP FRAMEWORK



# I'M GOING THAT WAY I'LL TAKE YOU THERE

WELCOME

INFORM

SERVE



## Connect & Care

### WELCOME

The idea is not a new one. People who feel welcome are far more likely to return!

### INFORM

The best way to make a people feel comfortable is to provide the information they need!

### SERVE

The more time spent with a people the easier it becomes to know how to serve them!



## Unlock The Door

### INVITATION

A stellar Connect and Care program is of little effect if there are no guests! Work to create a culture of invitation and develop new strategies to attract people from your community.

### RETENTION

The back door is open...CLOSE IT! Growing churches retain at least 22% of their first time guests. Help new folks in their effort to connect. They need friends and they need to be involved.



## Ministry Details

### MINISTRY DESCRIPTIONS

Clarity brings everything together! Your team will serve best when they know what is expected of them. Provide the details of every position with a ministry description. To help you get started we have included three comprehensive templates...

- Connect and Care Director
- Member Care Specialist
- Ministry of Greeter



# Connect and Care Team

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**7 MINUTES...that's how long it takes A GUEST TO DECIDE if they are coming back!**

## **WELCOME**

The clock starts ticking with every encounter. With a warm smile and genuine interest, the seven-minute window begins. Whether someone is visiting for the first time or has been coming for years, they're constantly forming impressions about whether they belong. The events that unfold in those precious moments (assistance to locations, helpful signage, meaningful conversations) will cement their sense of connection. Connect and Care is a BIG deal.

Every person represents potential for deeper community impact. So, start with an authentic welcome. Look people in the eye. Pay attention to them. Let them know you are genuinely excited to see them and greet them with warmth. Kindness and sincere reception will help everyone feel valued and accepted.

## **INFORM**

Connecting with people doesn't end with a greeting. Throughout their experience, direction and information create confidence. When asked about locations—classrooms, café, or restrooms—don't simply point to provide direction. Instead, say this: "I'm going that way, I'll take you." This exceptional service inspires both guests and members to engage more deeply.

## **SERVE**

Jesus emphasized the importance of prioritizing others, second only to loving God with all our strength (see Mark 12:33). The way we love others is by serving them and meeting their needs. The church is a service-oriented community. We function to help people find relationships, answers, and connect with appropriate resources. To develop an authentic service orientation, we must understand who people are, what their needs are, and how they need to be served. *—Adapted from The Five Star Church, Dr. Stan Toler*

Heartfelt service to our Lord flows through our heartfelt service to one another. Simply put, when you offer kindness to someone in need, you are serving God. This applies to how we receive visitors and how we care for longtime members. The love and acceptance of our heavenly Father should be reflected in how we love and accept everyone who walks through our doors.

# THE S.M.I.L.E. PRINCIPLE

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## PRINCIPLE

Somebody once said, "After God, all that matters is people." It's true, and our church exists to minister to every single one of those people who entrust us with their time and spiritual well-being. While attending one of our services, we must take care of members and guests and ensure everyone has a positive experience. We can accomplish that goal if we remember to SMILE.

## PRACTICE

A kind smile can be the encouragement an attendee needs. When an individual walks through our doors, they often drag along hurt, worry, or fear. The Bible reminds us to ***"Give each other a warm greeting..." 1 Peter 5:14 (CEV)*** Our kindness might be the inspiration they need. When you smile at someone, it's so much more than a facial expression. Our Connect and Care Team is trained to **Serve, Mingle, Inform, Listen, and Encourage.**

### 1. SERVE

The church is a service-oriented organization. We function to help people find spiritual connectivity, truthful answers, and useful direction. Heartfelt service to our Lord is revealed through our sincere service to our attendees. Jesus emphasized prioritizing others, second only to loving God with all our strength (Mark 12:33). The way we love others is by serving them.

### 2. MINGLE

To mingle means to "mix, or to cause to mix together." There are times when folks need a little help jumping into the mix. If we are going to achieve an authentic community, we must learn how to engage in meaningful relationships.

### 3. INFORM

Longtime members and first-time guests appreciate the provision of helpful information. People want to be in the know, and we want them to know what we know! At times it is hard to keep up with all the activity at our church, so we must ensure clear communication is a priority.

## **4. LISTEN**

To effectively serve as the eyes and ears, our Connect and Care Team must be aware of their surroundings. The gift of listening is justifiably applied here. When we see that someone looks lost or we hear some rumbling nearby, we must respond to the situation with swiftness and attentiveness.

## **5. ENCOURAGE**

Start with a great welcome. Look people in the eye. Please give them your attention. Let people know that you are excited to see them. Kindness, coupled with a warm reception, will help attendees feel accepted. It's a harsh world out there; encouragement is a welcomed friend!

## **PROCESS**

It's two hours of vigorous interaction, and you never know who is showing up or what will happen. We call it church, and it's terrific, but there is a ton of activity jammed into a short expanse of time. We cannot possibly address every eventuality the Connect and Care Team will encounter, but we have a template to handle the basics.

### **1. IDENTIFICATION**

When seeking direction or instruction, people look to someone who is easily identified as someone in the know. It's frustrating when you are in a store and struggle to find someone who can help. We want to eliminate that frustration at our church.

- **Lanyard, shirt, or tag**
  - Identification must be displayed when individuals are scheduled to serve.

### **2. INITIAL GREETING**

Every attendee receives the same enthusiastic welcome. There's so much more to the role of greeting than a warm reception and a 'Welcome to our church'. It's not in their ministry description, but a greeter might participate in all five practices in a single service.

- **Front Door Reception**
  - Greet everyone with a smile!

- Open doors for everyone.
- Introduce yourself to new guests and ask for their names.
- Welcome them to your church.
- Front door reception is to be courteous, warm, and authentic.
- Front door greeters will NOT provide handouts.

- **Interior Contact**

- Greet everyone with a smile.
- Introduce yourself to new guests.
- Distribute service folders to families/individuals.
- Walk guests with children and toddlers to their classrooms.
- Connect and Care lead must obtain and distribute weekly info to team members.
- Welcome Center is prepared to answer questions and direct people.
- If early enough, show guest to the café and introduce them to café volunteers.
- If they have children, take the family to the children's church door and introduce them to a staff member.
- Foyer greeters are alert and observant and ready to direct people to nursery, children's church, restrooms, etc.
- Foyer greeters will serve at tables when appropriate.
- Foyer and Welcome Center greeters will provide special event handouts.

- **Sanctuary Entrance**

- Two greeters serve in the sanctuary.
- Sanctuary greeters will hand out service folders and sermon insert.
- When necessary, sanctuary greeters will assist members with seating.

- **Link (For interior contact only)**

- Offer to walk guest to Welcome Center.
- Introduce guest by name to welcome center staff.

- Ask guests if you can answer any questions before you leave them at the welcome center.
- If guests want directions to a certain class or office, wait for them to finish at welcome center and walk them to their next destination.
- Do not leave until you link guest with someone.
- Direct them to the welcome center if they have questions.

### **3. WELCOME CENTER**

This is the hub of our Connect and Care Team. If someone needs information, they find it here. If they need directions, they find it here. If they desire participation, they sign up here. A guest will typically return for a second visit if the first visit is a positive experience.

- **Information**

- Familiarize yourself each week with current calendar events.
- As much as is possible, gather knowledge about every ministry.
- Be prepared to explain the church's mission and vision.
- Ensure all sign-up sheets are available for various events.

- **Guest Connect**

- If the guest is brought over by greeter, greet the guest and thank greeter for assisting guest.
- Welcome guest and introduce yourself.
- Greet guests with a polite smile and a warm welcome.
- Distribute brochures and invite guests to complete a communication card.
- Answer their questions as best as you can.
- If requested, ask an usher to lead them into the sanctuary for seating.
- Distribute the worship folder and invite them to an upcoming event.
- Ensure communication card is properly filled out (physical or digital) and exchange it for gift.

- **Digital Guest Information Collection**

- **QR Codes for Guest Cards:** Display QR codes throughout the facility that link directly to digital guest information forms. This allows guests to complete their information on their smartphones at their convenience.
- **Church App Integration:** If your church has a mobile app, encourage guests to download it and complete their guest information through the app's "First Time Guest" section.
- **Text-to-Connect:** Provide a simple text keyword (e.g., "TEXT GUEST to 12345") that automatically sends them a link to your digital guest form.
- **Multiple Options:** Always offer both physical and digital options to accommodate all preferences and technological comfort levels.

- **Guest Gift Options**

- **Coffee Shop Gift Cards:** \$5-10 gift cards to local coffee shops (Starbucks, local cafes, etc.)
- **Charity Donation Option:** Offer to donate \$10 to a charity of their choice from a pre-selected list of 3-5 worthy organizations when they complete a guest card.
- **Custom Sublimation Tumblers:** Church-branded tumblers created using sublimation process (approximately \$7 cost) that guests will keep and use regularly.
- **Personalized T-Shirts:** Custom church-branded apparel that incorporates your logo into an attractive design.
- **Practical Items:** Church-branded water bottles, coffee mugs, bookmarks, journals, or tech accessories like phone stands.
- **Food Items:** Local specialty items, gourmet popcorn, artisan chocolates, or homemade baked goods (properly packaged).
- **Experience Gifts:** Local attraction tickets, movie theater gift cards, or restaurant gift certificates.
- **Spiritual Growth Items:** Devotional books, pocket Bibles, prayer journals, or scripture cards.



- **Traditional Handouts**

- **Church Worship Folder (bulletin)** - Also available via QR code for digital access
  - Explain that upcoming events and programs are listed inside.
- **Welcome Card (Physical or Digital)**
  - Hand welcome card to individual or family lead OR guide them to complete digital version.
  - Ask guests to fill out communication card with complete contact information.
  - Exchange completed card for chosen gift.
  - If family, ask guest to include all names and ages of children.
  - Guest Cards will be available in seat pocket, at the Welcome Center, and via QR codes.
- **Pastor's Discovery Event**
  - Give guest an invitation card to the next Discovery Event.
  - Explain that the discovery event is a great place to meet the pastors and staff.
  - Ask them to RSVP as quickly as possible (provide QR code for easy signup).
  - If their first visit is the day of the event they are welcome to attend.
- **Big Event Promotional**
  - Provide a promotional card for the next big event.
  - Include QR codes for easy registration and ticket purchasing.
  - Encourage guests to invite their friends and family.
  - If tickets are required sell/give tickets to guests.

- **Link**

- Offer to walk guest to the Café.
- Introduce guest by name to Café staff.

- If guest wants directions to a certain class or office, locate an usher to walk them to their next destination.
- Link guest with someone before they leave the Welcome Center.

#### **4. CHURCH CAFÉ**

- **Initial Contact**

- Greet the guest and thank staff for assisting guest.
- Welcome guest and introduce yourself.
- Offer to help guest with coffee and snack.
- Introduce guest to other people in the Café area.

- **Link**

- Offer to have an usher help them find a seat in the sanctuary.
- Introduce guest by name to usher staff.
- Ask guest if you can answer any questions.

#### **5. USHERING**

People tend to feel safer when a sense of order is in place. Our ushers provide that comfort when they are a strong and collected presence.

- **Member and Guest Support**

- Greet everyone with a smile!
- Open doors for attendees as they enter and as they leave.
- Welcome guests and introduce yourself.
- Be prepared to greet and/or assist guests at all above mentioned locations.
- Offer to help guest with whatever needs may arise.
- Watch for unique assistance opportunities (umbrella for ladies in rain, wheelchair seating, etc.).
- Offer to help when you see a possible need arise.
- Keep watch on guests throughout service and offer to help when you see a possible need arise.
- If requested, help guest find a place to sit in the sanctuary.
- Ensure common areas are free of debris and non-slippery.

- **Worship Service**

- Assist with the collection of tithes and offerings.
- Assist with distribution and collection of communion elements.
- If requested, help guests find a place to sit in the sanctuary.

- **Link**

- Seat guests in a comfortable spot near the edge of a pew where they have a good view of the stage.
- Avoid placing guests in the center of a pew between people they do not know.

## **6. FOYER MANAGEMENT**

Interactions are vital to a church's health, and the foyer is often the place to engage in meaningful conversation. It's also the best place to promote our various ministries.

- **Marketing Literature**

- Ensure flyers and marketing posters up to date on tables and walls.
- Replenish ministry brochures when they run low.
- Distribute ONLY pre-approved literature.

- **Ministry Tables**

- Table displays MUST have a display cover.
- All marketing literature must be pre-approved before distribution.
- Somebody should staff tables before and after services.
- Ensure there are signup sheets if people are required to sign up.
- Ensure there is sufficient change if items are being sold.

## **7. SERVICE CONCLUSION**

We genuinely value every attendee's presence; let's remind them of that fact as they get ready to leave.

- **Departing Contact**

- Ushers and greeters are to assume their positions at the end of service.

- Ushers open the sanctuary doors as people are moving to the altar area.
- Look for guests as they are leaving and thank them for attending.
- Ask them to come again.
- At the service conclusion an announcement will be made directed at guests.

## **8. GUEST FOLLOW-UP**

- **Goodie Drop**
  - A team member will deliver baked goods following service.
- **Text Message**
  - Guests will be contacted by a pastoral staff member within 24 hrs.
  - The ministry staff, within 24 hrs, will contact students/children.
  - Text is to be short and polite.
- **Email Contact**
  - Will be sent from lead pastor within 36 hrs.
- **Snail Mail**
  - A letter will be written and signed by the Lead Pastor and sent within 72 hrs.
- **Connect and Care Coordinator**
  - Inform office staff if there are pastoral requests or urgent prayer requests.
- **Prayer Ministry Director**
  - Somebody will send prayer requests to the prayer coordinator.

## **WHY DID YOU STAY?**

The importance of personal relationships to newcomers is illustrated by the fact that when asked, "Why did you stay?" over 77% of those interviewed responded in the combined categories of friendliness and caring and new relationships.

## **CONNECT AND CARE PRE-PLANNING**

An excellent Connect and Care program requires a strong commitment to planning and execution. It starts with good planning. In this section you will find a basic outline to help you prepare for your Connect and Care launch.

### **6+ WEEKS BEFORE**

- Start recruiting potential volunteers to serve as greeters, ushers, welcome center staff, etc.
- Use some form of gift assessment to qualify personnel.
- Schedule an initial meeting to train volunteers.
- Order a standup welcome banner for the welcome center.

### **4 WEEKS BEFORE**

- Download and print training material, handouts and job descriptions.
- Host initial training for all positions and provide job descriptions.
- Identify locations for your welcome center and café.

### **3 WEEKS BEFORE**

- Create and print name lanyards and welcome cards.
- Purchase \$5.00 coffee gift cards (Starbucks, local coffee shops, etc.).
- Purchase coffee and accessories for the church café.
- Purchase accessories for welcome center.

### **1-2 WEEKS BEFORE**

- Host second training session placing individual at their stations.
- Create and print promotional fliers for the welcome center.
- Create and distribute volunteer schedules for the first quarter.
- Distribute t-shirts or describe dress code.
- Encourage your greeters to smile!



## **DAY OF LAUNCH**

- Ensure your team is in place at least 20 minutes prior to start time.
- Work closely with your volunteers and look for ways to assist them.
- Unlock the doors and treat those new folks like guests.
- Relax and have fun!

## **FOLLOW UP**

- Collect all the welcome cards and make copies for the team and pastor.
- Follow the instructions listed in the "Connect and Care Process" outline.
- Ensure all new guests are invited to the pastor's social/discovery event.

## **VOLUNTEER STAFF NEEDED**

Volunteer team members include greeters, ushers, welcome center personnel, café personnel, follow-up team members and social team members.

## **NEXT STEPS PATHWAY**

**The pathway toward spiritual maturity and church/ministry involvement starts with the Next Steps program.**

1. If a participant has not been baptized, they will be invited to participate in the next scheduled baptism which is offered once a quarter.
2. The first course everyone is required to attend is membership unless the individual is transferring membership from another congregation of the same denomination.
3. New converts will be directed to the new converts training and then to the spiritual formation classes.
4. Transfers from other churches will be directed to spiritual formation classes.
5. Individuals desiring to be involved in serving on a team or leading a team will be directed to a series of targeted training sessions.

# UNLOCKING THE FRONT DOOR

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Creating an invitation of culture will enable you to unlock the front door and creating a solid assimilation program will enable you to close the back door. We will consider assimilation later, but right now we want to get the front door unlocked. Here are a few ideas that will help you accomplish your invitation goals...

- **Host 4 Big Events in one year:** Christmas and Easter should top the list. Encourage every member to invite seven guests. Members will invite on a personal basis while the church invites those same individuals by letter, email and text. Other big events can include a recreational outreach, family event, or special interest program. There are several big event ideas and processes on our Project 7 Tools thumb drive.
- **One movie night per quarter:** Movie nights are one of the best ways to attract guests.
- **2 Super Sundays:** A Super Sunday is simply a day when you have in a special guest speaker who speaks in the morning and evening service. Bring in someone who is interesting and will draw a crowd. There are several people who will come in for a love offering. This is not a day to invite your best buddy. You want name recognition.
- **2 Micro-Ministry Platform 1 events:** Encourage ministry leaders to host an inspirational event which is explained later in the 3 Platform Process.
- **VBS:** It still works!
- **Winter Basketball:** If you have a gym...use it! If not, check with the local schools. They typically offer their gym for a reasonable price. You can learn more about a winter basketball league and a Hoop Summit on the Project 7 Tools thumb drive.
- **Special Event Invitation Requirements:** Dr. Owen Weston says that weddings, baptisms, dedications and graduations are prime for visitors. For example, tell the bride and groom that you will perform their wedding ceremony if they have their entire bridal party present the Sunday before the wedding. Make every one of these event an invitation requirement.
- **Special Interest Sermon Series:** What's current in your community or nation? What do people want to learn more about? Do a few surveys and find out what topics are going to draw the attention of people in your community.
- **Special Interest Events:** Men and women are different. Appeal to both by hosting events that are gender driven.

# DIGITAL INTEGRATION

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## **Bridging Traditional Hospitality with Modern Technology**

In today's digital world, effective Connect and Care ministry requires seamlessly blending warm, personal interactions with convenient technological solutions. Digital integration isn't about replacing the human touch—it's about enhancing and extending your ministry's reach beyond Sunday morning. When implemented thoughtfully, technology becomes an invisible bridge that connects people to your church community in ways that feel natural and accessible.

The goal is to meet people where they are while maintaining the authentic, caring relationships that define your church. Digital tools should feel like helpful extensions of your Connect and Care Team, providing multiple pathways for connection while never compromising the personal attention that makes visitors feel truly welcomed. Whether someone prefers to fill out a physical card or scan a QR code, your team should be prepared to serve them with equal enthusiasm and effectiveness.

## **Church Mobile App Benefits**

### **Enhanced Guest Experience**

- Church apps provide a digital platform where churchgoers and members access various church-related resources, stay connected with the church community, and participate in church activities
- Real-time push notifications about events, service changes, and important announcements
- Digital bulletin and sermon notes accessible during and after services
- Prayer request submission and community prayer wall
- Event registration and payment processing
- Churches using app platforms report higher engagement, more consistent giving, and deeper connections between Sunday services

**Implementation Instructions:** Before selecting an app platform, survey your congregation to understand their smartphone usage and preferences. Start with basic features and gradually add functionality based on actual usage patterns. Designate a tech-savvy volunteer or staff member as your "App Champion" to help others learn and troubleshoot issues.

## Popular Church App Platforms

- **Subsplash:** Industry leader since creating the first church app in 2009, offers custom branding and comprehensive engagement tools
- **Ministry Brands (Amplify):** User-friendly app builder with no coding required
- **The Church App:** All-in-one platform with media hosting and streaming capabilities
- **Tithe.ly:** Strong focus on giving integration and member engagement
- **OneChurch Software:** Includes free app options with church management integration

**Selection Instructions:** Schedule demos with 2-3 platforms that fit your budget and feature needs. Include both tech-savvy and less tech-comfortable team members in the evaluation process. Consider starting with a free trial to test user adoption before committing to annual contracts.

## Key App Features for Guest Engagement

- Guest information forms and connection cards
- Welcome videos and church information
- Live streaming and sermon archives
- Digital giving capabilities
- Event calendar and registration
- Small group finder and signup
- Prayer request submission
- Church directory and staff contact information

## QR Code Strategic Placement

### High-Traffic Locations

- Welcome center and information desk
- Sanctuary entrance and exits
- Café and fellowship areas
- Children's check-in areas
- Restroom areas and hallways
- Parking lot signage
- Bulletins and printed materials

**Placement Instructions:** QR codes should be positioned at eye level (approximately 5 feet high) in well-lit areas. Avoid placing them where people are rushing or distracted. Each QR code should have a clear, simple description of what it does (e.g., "Scan for Digital Bulletin" or "Connect With Us"). Test all codes weekly to ensure they work properly.

### **QR Code Applications**

- Guest information collection and connect cards
- Digital bulletin and sermon notes access
- Online giving and special offering donations
- Event registration and ticket purchasing
- Prayer request submission
- Church app download links
- Wi-Fi access credentials
- Feedback and survey collection
- Social media connection
- Directions to church location via Google Maps

**Creation Instructions:** Use free QR code generators like QR Tiger or Google Chrome's built-in generator. Always test codes on different devices before printing. Create a simple tracking system to monitor which codes are used most frequently, and adjust placement accordingly.

### **Integration Best Practices**

#### **Seamless Technology Adoption**

- Always provide both digital and traditional options
- Train volunteers on all technology platforms
- Keep QR codes simple with clear instructions
- Test all digital processes regularly
- Provide tech support during services
- Use large, scannable QR codes (minimum 1 inch square)
- Include brief descriptions of what each QR code does

**Training Instructions:** Hold monthly "Tech Tuesday" training sessions for volunteers. Create simple, laminated instruction cards for each digital process.



Pair tech-comfortable volunteers with those who need more support. Practice digital processes during team meetings before implementing them with guests.

## **Data Management**

- Integrate all platforms with your church management system
- Maintain single source of truth for guest information
- Set up automatic data syncing where possible
- Regular backup of all digital guest information
- Ensure compliance with privacy regulations
- Track engagement metrics across all platforms

**Data Management Instructions:** Designate one person as your "Data Steward" responsible for maintaining clean, accurate records. Set up weekly data sync schedules and monthly data cleanup routines. Create a simple privacy policy that guests can easily understand, and always ask permission before adding anyone to communication lists. Review and purge inactive digital contacts quarterly to maintain engagement rates.

**Technology Troubleshooting Protocol:** Always have a backup plan when technology fails. Train at least two volunteers per service in basic troubleshooting. Keep printed backup forms available when digital systems are down. Create a simple "Tech Emergency Kit" with phone chargers, backup tablets, and printed instructions for common problems.

# MINISTRY ROLES

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## **Connect and Care Director**

The Connect and Care Director is responsible to schedule weekly team members and oversee the Connect and Care program. This volunteer position within the Connect and Care Division serves both congregation and guests under the direction of the Pastor or Ministry Director.

### **Position Overview:**

This role is filled by a church member who demonstrates spiritual gifts in administration, serving, exhortation, helps, evangelism, and leadership. The ideal candidate is comfortable talking to and greeting guests, able to give good directions regarding church facilities, hospitable, sensitive to needs and feelings of others, and dependable. Above all, they must have a passion for making people feel welcome and cared for.

### **Service Commitment:**

The Connect and Care Director commits to a minimum of one year of service with no upper limit. This position requires three to five hours per week for ministry and preparation, plus minimal time for meetings and training as needed.

### **Primary Responsibilities:**

The Connect and Care Director recruits, supervises and trains all team members while creating and maintaining the service schedule. They provide ongoing training for Connect and Care team members and hold regular team meetings for informational purposes. During services, the director arrives promptly by designated time, ready to perform all responsibilities including greeting members and guests as they enter or exit the building. They greet visitors at the welcome center, provide information as needed or requested, and direct visitors to desired destinations such as classes, nursery, sanctuary, or restrooms. The director introduces visitors to church staff, teachers and members of similar age when possible and opens doors for or assists the elderly or disabled.

## **Greeter**

The greeter is responsible to ensure that every person entering the church is greeted and that visitors are offered assistance as appropriate so that everyone feels important and welcome. This volunteer position within the Connect and Care Division serves both congregation and guests under the direction of the Connect and Care Director.

### **Position Overview:**

This role is filled by a church member who demonstrates spiritual gifts in serving, exhortation, helps, and evangelism. The ideal candidate is comfortable talking to and greeting guests, able to give good directions regarding church facilities, hospitable, sensitive to needs and feelings of others, and dependable. They must have a passion for making people feel welcome.

### **Service Commitment:**

The Greeter commits to a minimum of one year of service with no upper limit. This position requires one hour per week on rotation (typically 3-4 weeks at a time, once or twice a year and during special events), plus minimal time for meetings and training as needed.

### **Primary Responsibilities:**

Greeters greet members and guests as they enter or exit the building and greet visitors at the welcome center, providing information as needed or requested. They direct visitors to desired destinations including classes, nursery, sanctuary, or restrooms. Greeters introduce visitors to church staff, teachers and members of similar age when possible and open doors for or assist the elderly or disabled.

## **Member Care Specialist**

The Member Care Specialist is responsible to manage follow up and care for members and visitors. This volunteer position within the Connect and Care Division serves both congregation and guests under the direction of the Connect and Care Director.

### **Position Overview:**

This role is filled by a church member who demonstrates spiritual gifts in serving, exhortation, helps, evangelism, and administration. The ideal candidate is hospitable, sensitive to needs and feelings of others, and dependable. They must have a passion for helping and checking on people.

### **Service Commitment:**

The Member Care Specialist commits to a minimum of one year of service with no upper limit. This position requires three to five hours per week for ministry and preparation, plus minimal time for meetings and training as needed.

### **Primary Responsibilities:**

The Member Care Specialist greets members and guests as they enter or exit the building and is personally responsible for ensuring all visitors have been greeted and presented with visitor packets. They maintain the church membership directory and are responsible for maintaining visitor information while keeping correct and updated records.

The specialist delegates phone calling, letter writing, hospital visits, and home visits to appropriate individuals and follows up to ensure completion. They ensure contacts are being made for individuals in hospital or sick, members or attendees that have not been in service the last 2 weeks, and those with special needs.

Additionally, they regularly submit updated reports to leadership and ensure leadership is contacted with names of individuals that have missed 3 consecutive Sunday services. The Member Care Specialist continues to ensure the congregation feels welcomed and comfortable during church functions and serves as a continual prayer intercessor for all members, frequent attendees, and visitors.