
CHECK-IN/WELCOME

JOB DESCRIPTION

Check-in/Welcome person greets and welcomes new and returning families to Family Ministry. They are the first impression of Family Ministry. They assist families with The City check-in process and ensure new families understand the check-in and out process. Must be comfortable with computers and willing to learn and be experts on The City software.

JOB RESPONSIBILITIES

- Arrive at 8:15 am for the Team Huddle, prayer and to set-up
- Set-up computers, scanners, printer labels in Annex (downstairs) and main building (Nursery and Sanctuary Lobby)
- Ensure that all equipment is working and alert Coordinator if materials/supplies are missing or running low
- Give all volunteers their name badges
- Greet all families
- Assist families to check in using The City Software
 - If The City is for some reason down with no resolution from Coordinators/FM Director then open the Dymo Printer Program:
 - Manually input children's names, allergies, and parent phone numbers on name tags
 - Print two tags, one for child, one for parent
 - When checking out, match-up and collect tags from parent and child and dispose of them in a FM trash can
- Work with Coordinator to:
 - Explain mission of Family Ministry as well as policies in place for safety (Cellphone, Two Adults, Bathroom, Discipline, etc.)
 - Guide new families to appropriate rooms
 - Give Welcome Packet to new families
 - Answer any questions families may have regarding our ministry
 - Review The City software to make sure Coordinators are adept with troubleshooting and using software
- Count offering with Coordinator, record, and give to the Well Treasurer
- Take attendance of all volunteers and children in Family Ministry for appropriate service and submit results to online database
- **Print out class roster** for each room and give to Community Leader to use for check-out
- Work with FM Director to:
 - Review Planning Center Schedule to note any volunteer needs
 - Email new families
 - Record and upkeep database up to date of participating families and families who no longer attend
 - **If you encounter a family whose check-in issues you cannot resolve**, collect all their information (ie. name, email address, phone number, children's names and birthdays, etc.) on a note card and put in note card box and/or give directly to Coordinator or Family Ministry Administrator
- At the end of the service, log-in as admin and click on "CHECKOUT ALL" option
- Switch sanctuary lobby check-in station and nursery check-in station over to SECOND SERVICE check-in
- Stay for first part of second service to greet any visitors checking in their children, print off and deliver rosters for second service

JOB REQUIREMENTS

- Pass background check
- Must be comfortable engaging with parents and families
- Must have basic computer skills to print, edit labels, use, and troubleshoot software
- Arrive at 8:15 am to attend the morning huddle, pray, and prepare for the morning