



Guest Services EPOD: Central Team

(rev.5.2023)

This defines the “what” of our Central (CORE) / Campus (PACE) ministry philosophy. Central collaborates, owns, resources, and evaluates; and we want to be helpful in the way we serve campus leaders and volunteers.

Essential

The practices that are necessary and required for the central ministry to live out CORE in their specific area of ministry.

- Set the overall DNA for the Guest Services team and culture across all Summit campuses and events.
- Develop the weekly central Hot Sheet / Guest Services Weekly Update.
- Provide or point to resources needed for weekly ministry: ministry supplies, signage, communion, booklets, lanyards, etc.
- Work with Campus Pastors to develop job descriptions, hire, and onboard / train GS Directors.
 - Pair internal hires with a mentor / coach for 6 months, external hires for 12 months.
- Design curriculum and onboarding training for new volunteers.
- Design and provide first-time guest bags / first-time guest process.
- Serve as liaison between the steering team and Guest Services Directors.
- Lead monthly team meetings for all Guest Services Directors.
- Work with permanent and mobile launch teams to design processes and plans for new facilities.
- Oversee the GS and vol processes with new campus launches, including supply ordering, plans, etc.
- Provide on-site ministry supply audits as needed.
- Lead Guest Services efforts for all-church and regional events, including the communication of best practices and expectations for campus Guest Services Directors.
- Maintain a resource library for campus staff and volunteer teams.
- Provide Campus Pastors with a monthly update for Guest Services teams.
- Once per year (at minimum), a central team member will visit each campus, provide on-site ministry supply audits, and host a 1:1 with Guest Services Directors. (See more under “Preferred.”)

Preferred

Practices that grow the quality of service of an established central ministry by 1) proactively growing collaboration with campus teams and other key stakeholders, 2) creatively thinking through training and coaching staff and volunteers, 3) resource creation and 4) excellence in church wide events.

- Central representatives will visit each campus at least 1x per quarter.
- Central representatives will conduct a 1:1 with Guest Services Directors at least 1x per quarter.
- Lead the High-Capacity Volunteer Cohort on an annual basis.
- Initiate the Guest Services Collective on an annual basis.
- Provide appropriate lead times on all-church events, bringing campus teams in as early as possible.
- Revisit Campus / Central EPODs at least once per quarter in monthly GS Team meetings.

Optional

Practices that expand and innovate beyond the required standards of a ministry, either within the church or in the community. Optional opportunities to expand and innovate should be explored when the ministry's DNA and strategies are well understood and growing across the church, central events are executed with excellence, and the central/campus relational dynamic is healthy across the church.

- Provide ongoing troubleshooting for campus-specific issues.

Don't

The following practices prevent us from living out the mission of The Summit Church effectively, therefore, they should not be done at any time.

- Remain in a silo, above and apart from campus leadership, effectively making them “figure it out” on their own.