



ADVENTURE KIDS

Service Coordinator Job Description

Service Coordinators are paramount for making sure the entire kids ministry is running smoothly. Many times room leaders will need problems solved that require the room leader to leave the room but it isn't possible for the room leader to leave the room. Inevitably there are items that need to be addressed on a weekly basis and the service coordinator will be the person addressing the issue with the mentality of a problem solver.

Additionally, Service Coordinators are the liaison between the ushers/security, the media(primarily), and all other ministry departments during services on Sunday and Wednesday. Service Coordinators will have the authority of Pastor Doug behind them with their decision making. That means room owners and leaders will know that if a Service Coordinator is directing them a certain direction to treat that like it's coming directly from Pastor Doug. Service Coordinators will serve under the check-in supervisor. The check-in supervisor will produce the scheduling and support necessary for the service coordinator.

Please see below for a detailed list of position responsibilities:

- Be at huddle on Sundays (8:40) if you are scheduled for the 1st service.
- After prayer go around to each room and make sure volunteers are in the rooms beginning their room setup. If volunteers are not there, please see the run-sheet to know who is supposed to be at the service and check in with them to make sure they are on their way or if plans changed and someone else is leading service that day.
- Find the current Life Church office manager and speak with her about the security/usher daily updates. This is where you will discuss bathrooms breaks or anything else relating to ushers/security interfacing with the rooms.
- Oversee and support check-in volunteers with basic computer knowledge and check or refilling labels for printers. Be at the main Check-In station 15 minutes prior to service to make sure people are being greeted and helped in a timely fashion. Stay at check-in until the masses of people begin to die down. Usually this is 10 minutes after service starts.
- Check back in with all the rooms to see if they have any needs. They may ask you to get them water, or snacks, or a parent due to a problem child. You may have to step in for the room leader if they have to take a bathroom break

- About 25 minutes into service let the check-in person know they can attend service and take their place at check-in. Every 10 minutes or so walk around to the rooms and peak in through the window to see if everything is going well. If something seems like it's not going well feel free to observe until it seems good to go into the room or until the problem is dismantled.
- Help facilitate the rooms that take their kids to the bathrooms in bunches. Room leaders may need help in keeping children quiet and or keeping them walking. Different rooms will take their kids to the bathrooms at different times and you will want to be familiar with the times to be there to help.
- During service always be ready to get a text message from a room leader If a room has a problem child. You will page the parent from the main station at check-in with the child standing right next to you, so the child is not disruptive to the rest of the room.
- Be ready to problem solve if a room is getting full of children and we need to find another volunteer for that room that is background checked.