



# City Church

Serve Team Manual

# What is the vision for City Church serve teams?

**To create a church** where each person can use their unique gifts to build up the body of Christ so that all can come to know Jesus and grow in spiritual maturity. (Ephesians 4:1-16) This means you are a part of something bigger than yourself. This means the gift God has given you truly matters. This means your "yes" will help others come to know and experience Christ.

**To create environments** of love and excellence where people can experience the life-changing power of the gospel of Jesus Christ. We serve because we are loved and desire to love others. Our environments of excellence remove barriers for the gospel to be received and create atmospheres for God to transform the hearts of people. (Colossians 3:23)

**To create opportunities** where followers of Jesus can answer the call to become servants; actively demonstrating sacrificial love by serving others. As we serve, we follow the example of Jesus. We humble ourselves in sacrifice of others, for the glory of God alone. (John 13: 1-17)

# What are the values and expectations for City Church serve teams?

**We value you over what you can do for us.** We are very intentional about the health of our serve team members. As you serve, we desire to come alongside you to help you grow in Christ and develop your gifts and calling.

**We deal with conflict with a heart of honor and humility.** We realize conflict is an inevitable part of community and life-on-life relationships. We are committed to addressing conflicts in a biblical, Christlike manner that becomes proof of the work of Christ in our lives. (Matthew 5:23-25, 18:15-17, Ephesians 4:31-32, James 1:19-21)

**We communicate in a timely manner.** We understand that good communication is a foundation of a healthy serve team. As a result, we commit to practicing clear and timely communication with others to maximize the effectiveness of our team.

**We do everything with a heart of excellence.** We believe excellence is a reflection of our love for God. We will constantly strive to do everything we do with the highest level of excellence. We will remain teachable and open to feedback, we will be on time, we will go above and beyond, all while constantly striving to improve what we do.

**We transition to and from positions with honor and integrity.** We know that transition is a natural and inevitable part of life. We believe in transitioning the right way to and from places by practicing the following: honoring our leaders, giving advanced notice, setting our team up for continued success, and handling any issues or conflict in a Christ-like manner.

**We place an emphasis on spiritual formation.** We believe spiritual formation is the key to healthy serve teams. The quickest way to fatigue, burnout, or exhaustion in serving is trying to give out of what you do not have. As healthy serve team members, we commit to spiritual rhythms and practices that continually renew our souls. (Luke 10:38-42)

**We are disciples who make disciples.** We believe our influence and leadership should always overflow into the development, growth, and advancement of those around us. Leaders should constantly be looking for opportunities to raise up and equip other leaders.





**Mission:**  
**Partnering with Parents to  
Raise Kids Who Love Jesus.**

## **We value:**

**Authentic Relationships** – We offer environments in which children develop authentic relationships with other disciples of Jesus.

**Abundant Grace** – We create places for our kids where they can be open about their struggles, their brokenness, and their sinful nature while knowing they are unconditionally loved.

**Active Faith** – We design faith-building opportunities in which each child develops a genuine faith, not one that is easy to walk away from.

## **Sunday Responsibilities:**

- Check-in using the tablets and printers near the City Kids Concierge Desk.
- Wear your printed name tag and City Kids t-shirt every time you serve.
- When serving one service, attend one of the other services. (Attend one, serve one.)
- 9:30 am Teams: Please arrive no later than 9 am to prepare your space for children. Parents are allowed to begin dropping off children with us at 9:15 am.
- 11:00 am Teams: Please arrive in class as soon as the 9:30 service ends, (approximately 10:45), to facilitate handing off the class from the first service team.
- 11:00 am Teams: Please return the items used for activities, crafts or snacks back into their storage containers or designated location, clean up spills, and ensure the room looks better than you found it.

## **Expectations:**

- As a new team member, completing the City Kids Team Member Application and passing the required background check.
- Every two years on the team, continuing to pass the required background check.
- Attend quarterly team meetings for ongoing training and team relationship building.
- By the 10th day of each month, block out any upcoming Sundays for the next month in which you know you are not available to serve.  
(For example: July 10th is the last day to block out Sundays for August.)
- If you don't add block-outs on time and you get scheduled for a Sunday you know you can't serve, reach out to your fellow teammates via Planning Center to find someone to switch or cover for you. Then communicate the change to your team leader.
- If you're sick the weekend you're scheduled to serve, text your team leader to let them know. They will find someone to cover for you.

# City YOUTH

## **Mission:**

**Partnering with Parents to  
Raise Teens Who Love Jesus.**

## **We value:**

**Authentic Relationships** – We offer environments in which children develop authentic relationships with other disciples of Jesus.

**Abundant Grace** – We create places for our kids where they can be open about their struggles, their brokenness, and their sinful nature while knowing they are unconditionally loved.

**Active Faith** – We design faith-building opportunities in which each child develops a genuine faith, not one that is easy to walk away from.

## **Responsibilities:**

- Serve a minimum of 2 Wednesdays per month.
- Attend all special youth events during the year (around 4 per year).
- Arrive on your scheduled Wednesdays to the office by 6pm and stay until students have left and we have put the office back in order (around 9pm).
- Attend quarterly team meetings for ongoing training and team building.

## **Expectations:**

- As a new team member, you will be required to walk through the intro/orientation process & complete a background check.
- Every two years on the team, continuing to pass the required background check.
- One of the most important things in youth ministry is consistency. You will be expected to be consistent in serving in your given rotation.
- If you can't make it to your scheduled week/time, you will be expected to communicate that to the team and find a replacement if needed.

# City Worship

## **Mission:**

**The City Church Worship Arts team exists to create a sanctuary for Tulsa to encounter the presence of God.**

## **Values:**

**Spiritual Health** – In order to lead people into deeper places of worship & spiritual growth, we must be leading the way in our own lives. We cannot lead people where we are not going ourselves. As a result, we place a major emphasis on spiritual health/growth and developing a healthy team dynamic.

**Musical Excellence** – In order to connect people to the heart of God, we must bring a product of excellence in everything we do. Worship that does not meet a standard of excellence will distract rather than draw people closer to the heart of God. As a result, we maintain high standards of excellence for all our vocalists/musicians.

**Discipleship/Development** – In order to facilitate the vision, we have to be disciples and disciple-makers. This means that we want people on our team who have a heart for others and a heart for development and growth.

**Humble Hearts** – In order to stay grounded in a “stage time” ministry, we will work to remain humble in everything we do. Our hearts must remain teachable, and our ego remain in check. We are here to build HIS Kingdom and so we constantly shift the glory where it belongs... to God and God alone.

# City Worship

## Expectations:

- After you sign up, you will be required to complete an online audition. This helps us get to know you musically & your past experience with worship.

After your audition, you will receive one of the following 3 responses:

### **Approved**

- You are invited to continue with the audition process.
- Approved with conditions.
- You're invited to continue with the audition process, however, there are certain conditions (whether personal or musical) that need to be worked on, changed, or further developed before being added to the worship team rotation.

### **Not approved at this time**

- This doesn't mean you aren't called to be a musician or vocalist, but rather at this time we don't believe you are the right fit for our worship team or it doesn't meet our standard of excellence.
- If you are not approved you are allowed to audition again after 6 months.

- Depending on your variety of skills/instruments, you can serve up to twice a month. During your onboarding process, we will work out a serving rhythm that works for you.
- You will be responsible for corresponding through Planning Center, and staying current with your blockout dates and days you are scheduled to serve.
- On the Sunday you are serving you will be expected to arrive at 6:45am for set up & stay through the tear down after second service.
- You will be responsible for coming to Sunday morning rehearsal prepared, having learned the set during the week in your own time through Planning Center.
- You will be expected to attend our City Arts/City Worship Team Nights a few times a year. These nights will be critical for our team culture and growth.



## **Mission:**

**The City Church Tech + Video team exists to create a sanctuary for Tulsa to encounter the presence of God.**

## **Values:**

**Spiritual Health** – We want to see people move from lives centered on secular ideals to people deeply connected to the “inner sanctuary of the soul” the “fountain of divine creativity”. We cannot lead people where we are not going ourselves. As a result, we place a major emphasis on spiritual health/growth and developing a healthy team dynamic.

**Aesthetics** – We desire to create a distraction free environment. No chaos is too small to bring into order. No word meaningless, no color or shape or image without considered thought.

**Excellence In Love** – In order to connect people to the heart of God, we must bring a spirit of excellence in everything we do. Tech and video that does not meet a standard of excellence will distract rather than draw people closer to the heart of God. As a result, we maintain high standards of excellence for all our team members and everything we touch as a team.

**Discipleship** – In order to facilitate the vision, we have to be disciples and disciple-makers. This means that we want people on our team who have a heart for others and a heart for development and growth. We’re constantly learning and turning around to teach.

**Creativity** – We pursue novel thinking through spirit listening.

## **Expectations:**

- Serving at least one Sunday per month in both services and arriving by 8:30am for setup.
- As a part of our values, we embody a spirit of excellence. As a tech + video team member, you set this standard by example, training, and encouragement. No week will be perfect but we can all strive towards excellence and give ample grace when we fail.
- You will be responsible for corresponding through Planning Center and staying current with your blackout dates and days you are scheduled to serve.
- You will be expected to attend our City Arts/City Worship Team Nights a few times a year. These nights will be critical for our team culture and growth.
- The embodiment of the above expectations should look like taking ownership of the Sunday morning tech + video experience.



# City Arts Dept.

**Mission:**  
The City Arts Dept. exists to  
co-create with the Creator  
of the universe.

## Values:

**Creativity** – We pursue novel thinking through spirit listening.

**Spiritual Health** – We want to see people move from lives centered on secular ideals to people deeply connected to the “inner sanctuary of the soul” the “fountain of divine creativity”. We cannot lead people where we are not going ourselves. As a result, we place a major emphasis on spiritual health/growth and developing a healthy team dynamic.

**Collaboration** – Unlikely collaboration is the crux of novel art. A community of artists sensitive to the “gentle whisper of the soul” will have art full of goodness, truth, and beauty flowing from them that will draw the church into experiences of union with the Creator.

**Aesthetics** – Sensitive to goodness, truth, and beauty, we pursue excellence in service of Love. No chaos is too small to bring into order. No line meaningless, no word trivial, no color or shape or image without considered thought.

**Excellence In Love** – In order to connect people to the heart of God, we must bring a spirit of excellence in everything we do. Tech and video that does not meet a standard of excellence will distract rather than draw people closer to the heart of God. As a result, we maintain high standards of excellence for all our team members and everything we touch as a team.

**Discipleship** – In order to facilitate the vision, we have to be disciples and disciple-makers. This means that we want people on our team who have a heart for others and a heart for development and growth. We’re constantly learning and turning around to teach.

## Expectations:

- After you sign up you will be required to complete an online survey.  
This helps us get to know you artistically and your current skill level.
- You will be expected to attend our City Arts/City Worship Team Nights a few times a year.  
These nights will be critical for our team culture and growth.
- You will be expected to communicate in a timely manner and remain active on Asana, Slack, email, and text.
- You will be expected to manage and participate in projects as you’re assigned.

# Communion

## **Mission:**

**To create a culture of prayer within City Church**

## **Values:**

**Passion** – We want to develop a hunger and passion for prayer and the presence of God among our church.

**Spirit Empowered** – We are people who believe in the power of prayer to change, transform, heal, deliver, and set free. We want to create opportunities for people to experience the power of God.

**Teach/Equip** – We want to teach and equip our people to be people of prayer

# Communion

## Responsibilities:

- **Communion:** When called upon during the service, you will come to the communion table at the front of the auditorium and take the communion elements to your assigned section. During communion, people in each section will leave their seat and come to the front of that section to receive the body and blood of Jesus. If you are serving the bread (the body of Christ), you will place the bread in their hands and say to each person, "This is Christ's body, broken for you." If you are serving the juice (the blood of Christ), you will extend the cup to each person for them to dip their bread and say to each person, "This is Christ's blood, shed for you."
- **Prayer:** At the end of each service the person facilitating announcements will call the prayer team to come forward. Please come forward when you are called and do not wait until service is over because it will be difficult to get through the crowd. In the new facility, our prayer teams will stand along the walls to the right and left of the stage. This is away from the speakers in front of the stage to give you the opportunity to hear the person you are praying with. We ask that every prayer team member use discernment if the person you are praying with needs follow up.
- **Here is what follow up could potentially look like:**
  - Get their contact information and follow up with them personally
  - Take them to the Welcome Room or Information Table if they need further information about resources, classes, next steps, Dinner with the Staff, micro-church, etc.
  - Find a City Church pastor or staff member if you need help or their need is beyond what you can provide for them

## Expectations:

- We ask that you schedule yourself on Planning Center to serve on the prayer/communion team a minimum of two services each month. In order to fill any empty spots, we ask that you schedule yourself at least one month in advance.
- In the case that you can't serve during your scheduled time: Option #1 - Reach out to the team on Planning Center to see if someone can cover for you. Option #2 - Communicate with your Ministry Director and let them know about your situation.
- Please keep all prayer requests confidential unless the person needs to be directed to another individual for additional information/assistance.
- We do not expect you to be a part of everything prayer related at City Church but we do expect for you to be actively involved in Midweek (first Thursday of each month), a Pray Tulsa prayer room (meeting at various times throughout the week online or in-person - praytulsa.com), and our updated list of prayer needs.

# **tulsa Events**

## **Mission:**

The Love Tulsa team exists to see all Tulsans honored, empowered, and thriving. We do this through creative service projects, providing volunteer opportunities and connecting existing resources with areas of need.

## **Values:**

**Out of the Box Thinking** – We understand that Christ came to this world and brought completely different strategies of reconciliation than the existing church was expecting. We commit to letting go of our own comfort zones and being creative with the resources we steward. We will take risks and be innovative to reach the lost in our city.

**Partnership over Pride** – We know that collaboration is the key to success in a city as resource-rich as Tulsa. We do not desire to reinvent the wheel and put our own name on it, but instead we commit to partner with organizations throughout town already in our spaces and offer services and resources that are truly lacking for Tulsans. We don't want to do everything; we simply want to do our part well.

**Serving Where we Live and Living Where we Serve** – We desire to be an integral part of our community and to allow service initiatives to arise from relationships in our spheres of influence. We commit to learning the needs of the populations we serve and to inviting them to serve alongside us, in relationship. Every donation has a name and every name has a story.

**Small Moments of Dignity** – We know in times of need that receiving a single handout rarely changes a life trajectory whereas being “known” often does. We commit to learning names, making eye contact, and always taking the extra time to learn about the person and the circumstances behind the need. We realize a little dignity goes a long way.



## Expectations:

- We ask that you complete Pathway Class before you join this team, as we want you to be committed to the vision of City Church as well as familiar with the way God has uniquely wired you to make an impact in our city.
- Our team helps plan, coordinate, and execute Love Tulsa Sundays. In addition, our team helps facilitate and coordinate any additional Love Tulsa events, such as Love Tulsa Christmas. Our roles are typically behind the scenes and can often times be done during weekdays.
- Our team serves on a cyclical basis according to when the next Love Tulsa Sunday falls. Expect to serve on a bi-weekly basis leading up to Love Tulsa Sundays with a few weeks/months of no serve opportunities in-between events.
- We ask that you download Slack, a free and collaborative communication platform, and stay engaged between in-person meetings.



# Guest Services

## Mission:

We exist to make outsiders feel like insiders. Our energy, excitement, & intentionality set the tone. It's a giant family reunion — and everyone instantly belongs.

## Values:

**GO THE EXTRA MILE — CREATE BELONGING — CONNECT, CONNECT, CONNECT**

**We show up** – Community is created in consistency. We let our teammates know as soon as possible if we need a sub.

**We bring energy** – Don't have to be extroverted, but have to engage. We are the first to say hello, the first to stick out our hands, the first to smile.

**We seek out the outsiders** – We actively look for people outside our circles, people who are stepping foot in the church for the first time. We go out of our way to make them feel like family.

**We go the extra mile** – We intentionally scout out ways to serve our guests. E.g., if guest is coughing, we get her water. We walk with guests who need directions, memorize names.

**We're community builders** – helping steward gospel-centered, biblical community. We look for ways to connect others to each other and the church at large.

## Expectations:

- Serve one Sunday a month, 9:30 or 11am service.
- Meet in the welcome room 30 min before service starts, and 10 min before service ends.

# Parking Lot

## **Mission:**

The Parking Team exists to be the welcoming face of City Church to our community.

## **Values:**

**Direct** - we direct the orderly flow of traffic around City Church to make entering and leaving simple and stress-free

**Connect** - we make every effort to connect with each person who enters the property to make them feel a valued part of our community. As the first face many will see as they enter City Church, it is vital that we as the Parking Team set the tone. Our actions, body language and words must all say “you are welcome here.”

# Parking Lot

## Expectations:

### **A volunteer will:**

(1) set up cones and directional signage in parking lot before service; (2) greet and direct traffic before, between and after services; and (3) make sure our parking lot is clean and welcoming for our community.

We ask that our team members serve once a month on a specific week (e.g. always on week 2)

### **We communicate well.**

- If you will not be able to serve on your designated Sunday, notify your team leader not less than 48 hours in advance. Your team leader will provide you with the contact information of the other Parking Team members so that you can quickly find a replacement.

### **We bring our best.**

- We love and serve others because Jesus loves and serves us. Attitude is everything: as the first visible representatives of City Church, we are responsible for being the welcoming face of the church. We look for opportunities to connect with and serve all people we come across. We are “how may I help?” people. By efficiently directing parking, we create a safe, welcoming environment for our families, friends and neighbors.

### **We look the part.**

- To achieve our mission, it is important that others easily recognize you as part of the Parking Team. As weather appropriate, please wear all provided City Church Parking Team articles on each Sunday you serve.

### **We park far so others can park near.**

- Park in the designated volunteer parking in the south east corner of the building. This opens more space for others to easily park and attend service.

### **We show up.**

- Meet at the designated location 30 minutes before service.
- Head outside 15 before the end of each service. We do not leave until all parking aides and signs have been put away; and your team leader dismisses you.

# Safety Team

## Mission:

The mission of the Safety & Emergency Response Team is to deliver a safe, comfortable worship environment with a team of trained, energetic, and alert individuals.

## Values:

**Attentive, available, and action-oriented** – We are attentive, available, and action-oriented in addressing the needs of those around us or any emerging issues. We are the eyes and ears that allow others to have a worry-free City Church experience. We quickly respond to any concerns, needs, or issues.

**Safety and Security** – We value safety and security as keys to fostering a welcoming, comfortable environment. We are stewards of safety for church members, guests, and children while onsite. We want to avoid a disruptive environment if possible, but know that safety is the priority.

**Team Communication** – We act and communicate as a team. We maintain constant contact with other team members on any issues requiring attention. We understand roles, responsibilities, and key contacts (within the team, emergency contacts, and other team leads). We know that we can always reach out to other Security team members for support or a second opinion.

## Expectations:

- As a member of the safety team, you'll ensure a secure and peaceful worship experience each Sunday. Your role includes overseeing safe operations, monitoring CCTV feeds, communicating with team members and onsite TPD officers, and locking up the church premises after service. Your commitment helps create a safe haven for our community to connect and worship.
- Serve expectations are approx 2 Sundays per month, only 1 service per Sunday. The schedule is generally flexible but we'll be working to create a more predictable schedule for the team as we enter next year.
- Complete background check

# Events Team

## Mission:

The City Events Team exists to create experiences that celebrate City Church, our people, and our mission.

## Values:

**Creativity** – We pursue novel thinking through spirit listening. We will operate in our God-given creative gifts to produce timely & relevant experiences for our community. We will think outside the box to produce new ideas and joyful experiences.

**Excellence** – In order to connect people to the heart of God, we must bring a spirit of excellence in everything we do. We maintain high standards of excellence for all our team members and everything we touch as a team. We strive to execute each event with excellence to create the best experience for our church.

**Aesthetics** – Sensitive to goodness, truth, and beauty, we pursue excellence in service of Love. No chaos is too small to bring into order. No line meaningless, no word trivial, no color or shape or image without considered thought.

## Expectations:

- Attend quarterly Events Team meetings.
- Communicate via the Events Team Slack Channel if you're not able to attend a meeting or event in a timely manner. You will be expected to reach out to another events team member to cover for you if you're unable to attend an event and then communicate that change to the team lead.
- Utilize the task management system for event preparation.
- If you are placed as an Event Lead, you must be able to lead the team from preparation, execution, & tear down of the event.
- Serve a minimum of 50% of events.
- Have fun!



# Connections Team

## Mission:

The Connections Team exists to be a first friend to our guests and encourage all people to take their next step on the growth track.

## Values:

**Boldly Making the Ask** – We know it takes courage to get plugged into a new community; it is for that reason that we commit to moving out of our own comfort zones and boldly taking the first step towards connection.

**Quick and Accurate Answers with a Smile** – Taking a step towards relationship requires bravery and we acknowledge that delayed answers or communications can be the reason someone misses their connection. Therefore, we commit to timely and friendly communication that empowers guests to take their next step in their relationship with Christ.

**Learning and Using Names** – We live in a world where many people feel invisible, but we know that the opposite is true; Christ cares for every single person that we encounter. We desire people to feel seen and valued so we go out of our way to learn, remember, and use people's names.

## Responsibilities:

- The Connections Team is expected to show up at the church at 9:00 a.m. for a pre-service meeting and will stay until second service is over around 12:30 p.m.
- We volunteer at the Info Desk and answer questions ranging from navigating the building and upcoming events, to lost and found and how to get plugged in to community at City Church
- General serving rhythms for our volunteers are 2 Sundays per month for 1 service each time so that you can attend the other service

# Connections Team

## Expectations:

- We ask that you either complete Pathway Class before you join this team or have signed up for an upcoming Pathway Class. Pathway is where you will learn the in-depth knowledge needed to help people take their next step with Christ at City Church.
- The Connections Team will be responsible for serving at the Information Desk, in the Welcome Room, Pathway Class, or Dinner with the Staff. There are Sunday morning opportunities as well as occasional opportunities outside of Sunday mornings.
- Connections team members serve once a month on Sunday mornings, during both services.
- There is a quarterly Sunday morning meeting during first service where we work on our team culture, personal development, and improving our processes.
- We are asking that you commit to serve through July 2023 as we transition into our new building and re-design our Connections processes.
- We ask that you communicate via Slack - A free and collaborative communication platform where we stay engaged between in-person meetings.
- We currently use Planning Center to schedule our volunteers, although this platform will likely be changing in January. This software is also free.
- We will provide a connections team t-shirt and ask you to wear that on the days that you are serving.

# Micro Church

## Mission:

A community of people committed to living the way of Jesus

## Why Micro-churchs?

**In a time of isolation**, we choose to be fully known by others.

**In a time of deception**, we need the accountability that comes with community.

**In a time of division**, we declare our unity around the gospel of Jesus Christ.

**In a time of self-centeredness**, we choose the sacrificial path of missional living.

**In a time of shallow commitment**, we give ourselves to covenant community.

## Values:

Micro-churches are committed to living out the five essential teachings of Jesus: Gospel, Identity, Community, Mission, Spirit-Empowered

Micro-churches are committed to taking the gospel to every corner of our city

Micro-churches are generally not formed around stage of life, geographical location, or common interests but a commitment to the gospel and to live like Jesus. As a result, we embrace the diversity within each Micro-church as we seek to live like Jesus and take the gospel to our city.

## Expectations:

- A Micro-church meets every week or every other week to encourage and challenge each other to live like Jesus (most micro-churches will take off the months of July and December)
- A Micro-church will spend the first year walking through the five essential teachings of Jesus together in a Discovery Bible study format
- A Micro-church will continually look for strategic ways to make disciples, take the gospel to our city, and serve others
- A Micro-church will go through a time of prayer and discernment at the end of every year to determine the future of the Micro-church (multiply, continue in this format, make changes, etc.)
- A Micro-church will delegate the roles and responsibilities of leadership within the group so nobody is overwhelmed and everyone has a role