



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.

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.