Welcome & Farewell Team Job Description

Where handshakes become bridges and coffee becomes ministry ☕✨

Position Title

Welcome Team Member

Purpose of the Role

The Welcome Team helps create a warm, inviting, and Christ-centred environment for everyone who walks through the church doors. Team members serve as the "front porch" of the church by helping guests feel seen, valued, informed, and comfortable from the moment they arrive.

Key Responsibilities

- Greet attendees and guests with warmth and enthusiasm
- Open doors and assist people entering or exiting the building
- Help first-time visitors find children's groups, seating, toilets, and ministry areas
- Provide information about church services, events, and next steps
- Assist families, seniors, and individuals with special needs when needed
- At least one team member should always be available at the back of church during the service to assist with any late arrivals or needing information. (ie. at info desk)
- Maintain a welcoming atmosphere at the entry areas
- Distribute bulletins, welcome packets, or other materials
- Support a positive and organized flow before and after services
- Be attentive to guest needs and communicate concerns to church leadership when appropriate
- Be at the exits at the end of the service to engage with visitors

Desired Qualities

- Friendly and approachable personality
- Reliable and punctual
- Strong communication and people skills
- Servant-hearted attitude
- Ability to work well with a team
- Positive, encouraging, and hospitable spirit
- Willingness to pray with or encourage guests when appropriate

Requirements

- Commitment to the mission and values of the church
- Ability to arrive early before services or events
- Completion of any required church volunteer training
- Consistent attendance and dependable participation

Time Commitment

- Typically serves during weekend services and special events
- Expected arrival: 30 to 45 minutes before service start time
- Service frequency may vary (weekly, biweekly, or monthly rotations)

Reporting To

- Welcome Team Leader
- Church Wardens
- Church Leader

Mission Statement Example

“Our Welcome Team exists to create an atmosphere where every person feels noticed, loved, and connected from the moment they arrive.”