

PRODUCTION

WHAT IS A CULTURE GUIDE?

At Victory Church, we know that culture either happens by design or by default. Rather than allowing our feelings, upbringings, past experiences, or standards of society to take the lead, our goal is to intentionally create a culture that glorifies God.

Culture Guides are intended to do 2 primary things:

1. Give members the information needed to *finalize* their serving team decision.
2. Serve *as the onboarding*, providing all the information and guidance for how the team operates.

C.H.E.C.K. VALUES & GUIDING PRINCIPLES

COURAGEOUS:

We follow Jesus into the unknown, walking by faith and not by sight, no matter what it costs us.

- We Get Out of the Boat
- We Lead Ourselves

HUMBLE:

We are not led by title. We lead with open hands, always seeking to serve others.

- We Use Our Titles as Towels
- We Fail Forward

EMPOWERING:

We make disciples who make disciples: Equip, empower, and send!

- We Are Gold Miners
- We Hand Over the Keys

CONNECTED:

We stroll through the crowd; we seek to know people and walk alongside them through life.

- We Smell Like the Sheep
- We Pull on the Same Rope

KIND:

People know we are disciples of Jesus by the way we love others.

- We Are Tigger, Not Eeyore
- We Live by the Golden Rule

TEAM POSITIONS

- **Ministry Lead:** provides oversight for an entire ministry for a campus or for Victory Church
- **Coordinator:** leads/supports a group of coaches and/or oversees a specific component of ministry
- **Coach:** leads/supports a group of leaders
- **Team Leader:** leads/supports a group of team members or a small group
- **Team Member:** (replaces the term “volunteer”); usually an individual contributor to a ministry team

OPPORTUNITIES TO SERVE & GROW

Within Production, there are several teams, roles, and leadership opportunities! Each team serves a unique function and carries the same creative vision. Below is a list of our teams and positions and a brief explanation of their function. Please note that positions labeled as “Team Leader” require advanced training and will not be a first step in joining our team.

PLATFORM TEAM

This team focuses on directing the flow of people and moving pieces for the service. They focus on quality control of the environment, removing distractions, enhancing communication, and supporting the on-platform communicator. The Platform Team consists of the following positions:

1. **Producer [Team Leader]** – Main communication point between the preaching pastor, worship, and production teams. Leads production meeting and transitions throughout entire service flow.
2. **Producer Assistant** – Assists Producer in communication with the team.
3. **Stage Manager** – Manages all backstage transitions and placement of stage furniture/props for special events.
4. **Stage Crew** – Responsible for moving podium and/or props on and off stage, cuing baptisms and other tasks as needed.

VIDEO TEAM

This team is responsible for the live video and graphic elements seen in the main auditorium, overflow spaces, and online. The Video Team consists of the following positions:

1. **Director [Team Leader]** – Leads the Video Team while operating the video switcher through directing camera cuts and ultimately determining what the audience sees on the screens.
2. **Shader** – Operates the Camera Control Units (CCU) for each of the Studio Cameras. Responsible for monitoring colors and levels to maintain the correct level of exposure/iris.
3. **Studio Camera** – Operates the cameras on tripods.
4. **Jib Camera**- Operates the Jib camera crane.
5. **Mobile Camera** – Operates handheld cameras on stage during worship while also serving as stagehands as needed.
6. **Computer Graphics (CG)** – Operates lyrics, message graphics and any other slides necessary for the service.
7. **Teleprompter** – Operates the teleprompter that communicators and pastors read from during the message and announcements.

ONLINE TEAM (Norcross Campus Only):

This team is responsible for supporting our online campus experience. This team functions outside of and alongside the main room. The Online Team consists of the following positions:

1. **Online Producer [Team Leader]** – Main communication point between online production team, main room producer, and online hosts. Leads online production meeting and each online service flow transition.
2. **Online Director** – Operates the video switcher while directing camera cuts and the online viewing experience.
3. **Online Studio Camera** – Operates the camera during the Pre/Mid/Post online shows.
4. **Online CG (Computer Graphics)** – Operates ProPresenter to display announcement slides, videos, and other graphics for online show.
5. **Online Audio** – Operates the online audio console for all online-specific segments of the service flow. Partners with broadcast audio engineer to make sure main room service audio is seamlessly integrated into online service flow transitions.

AUDIO TEAM

This team is responsible for supporting the band and communicators by providing quality audio mixes for the congregation and recordings. The goal of this team is to give those attending our services the best audio environment possible. This team requires attending band rehearsal and

soundcheck prior to the production run through. The Audio Team consists of the following positions:

1. **Front of House Audio Engineer [Team Leader]** – Front of House audio console operator. Mixes band, vocals, videos, and communicator microphones for the auditorium.
2. **Monitor Audio Engineer [Team Leader]** – Monitor audio console operator. Sets up instrument lines and microphones as needed. Sets and manages mixes for all in-ear monitors for the band and vocal team during rehearsals and services. Troubleshoots audio issues on stage as they arise.
3. **Broadcast Audio Engineer [Team Leader – Norcross Only]** – Broadcast audio console operator. Mixes band, vocals, videos, and communicator microphones for the online stream, multi-site campuses, overflow rooms, video control rooms, and recordings.

LIGHTING TEAM

This team produces the visual environment of lights and motion graphics in the main room. Their main goal is to enhance worship with a creative and inviting experience for our congregation.

1. **Lighting Designer [Team Leader]** – Responsible for the overall look and feel of the main stage in the room and how this translates on camera. Programs lighting and creative LED wall content for the worship experience.
2. **Lighting Operator** – Operates the pre-programmed lighting and content for the worship experience.

OUR MINISTRY GOAL

Our vision is to help create a distraction free, Holy Spirit driven atmosphere that allows people to worship, pray, and connect with God and each other. Our goal is to do this with the utmost excellence.

Excellence is a word you will hear used quite often in the production department. This is because we believe the Lord deserves our very best, and we aim to give that to Him. This does not mean we require perfection. We have fun and we are always learning!

We believe God is creative. We believe that He made us in His image. Serving in Production allows us the opportunity to worship God through the creativity He put in us. We love to see people using their God-given gifts to glorify Him!

GUIDELINES & COMMITMENTS

It's our hope that Victory's core values develop *in us* as individuals and as teams, and that they are demonstrated *by us* in every aspect of our service. Though technological advances and processes evolve often, we measure our progress by our CHECK values. Here are our culture commitments:

- We are courageous by taking calculated and creative risks! From learning new methods or roles, or executing new ways of expression, we are not led by fear but by faith. We use our gifts to lead others.
- We are humble by maintaining a safe and supportive environment for learning and development. There is no such thing as a stupid question. It is beneficial to you and the entire team to be honest and teachable no matter your skill level. We do not judge or use our skills and experience to think more highly of ourselves than our team members. If we see a team member struggling, we offer support.
- We are empowering by providing the information and encouragement needed for our teammates to succeed. We have "I see in you" conversations to call our team members to new levels of creativity, responsibility, and leadership. We equip, empower, and send.
- We are connected to each other by seeking to truly know each other and walk together through life in community. We do not prioritize tasks over valuing people.
- We prioritize kindness. People will know us by our love. Things move quickly on this team, but that doesn't mean we disregard respect, peace, and clear communication. We offer grace for mistakes and value follow-up conversations when things get tense or confusing.

If our progress doesn't reflect these core values, we don't consider it a success. It is up to every member of our team to consistently hold ourselves and each other accountable to these values.

Background Checks are conducted for all team members (ages 18+) in all ministries at Victory. But don't let that stop you! Please have a conversation with us. We love to walk relationally with people and find a way to say "Yes!"

TRAINING EXPECTATIONS

Serving on the Production team starts with shadowing and then training. Each person is required to attend training before serving during the weekend services. We want to make sure that you are well-equipped and prepared to run your position successfully. While training and service times may vary from campus to campus, and from position to position, you should expect to train at least twice on a position before being scheduled to run that position on your own.

Weekends: In your first training, you will learn about the equipment during rehearsal while your coach operates and provides you information and tips. Your coach will run the equipment during the services while you watch. You may also ask any questions you may have between live run times. In your second training, you will continue to learn from a coach and will be hands-on with the equipment when you and the coach agree that you are prepared.

Whole Group Trainings: During the year, trainings/refreshers may be scheduled for specific positions at a campus outside of the one where you regularly serve. Though these are not required, we encourage attendance as these are an opportunity to refresh and refine skills outside of a weekend training.

SCHEDULING

All of our teams use the Planning Center Online (PCO) platform for scheduling. We will help you get your account set up if you are using this application for the first time! PCO will allow you to set blackout days, which notifies us ahead of time on the days you are not available to serve. Be sure to fill out those days as soon as you know you are not available. We want to respect your time. In the event that you are unable to serve on your scheduled week, please make sure to decline the PCO request so that your team leader is notified and able to ask someone else to fill the position as soon as possible. Please feel free to reach out to your team leader if further explanation would be beneficial.

Team members who serve in the Main Sanctuary are asked to be present at rehearsal and serve for several consecutive services depending on the position. Team leaders are required to serve all services for the entire weekend. That time commitment varies from campus to campus, so you will want to verify the serving expectations. Your campus production director will be your main source of communication for setting accurate expectations for your service day.

Most Production team members serve one weekend monthly and no more than two weekends monthly. We care about making sure everyone on our team has the opportunity to regularly attend service and receive for themselves. We encourage you to attend service on the weekends you are not serving.

ONBOARDING AND NEXT STEPS

We are looking forward to having you on the team! Your campus production leaders can help you discern which team might be a good fit for you and will help you with your next steps for that particular team. You can expect to be welcomed, well-trained, valued, and provided with necessary details like time expectations, where to meet, and where to park.

WARDROBE

All Production team members in positions that are on platform or operating cameras are asked to wear all black clothing with no logos or graphics that will be distracting. Please choose modest and comfortable outfits for all positions. Some positions, like mobile cam operators or stage crew, can keep you pretty active, so you will want to dress accordingly. Also, be mindful that it can get cold in the church, so a jacket is recommended if you get cold easily.

CALL TIMES

Timeliness is very important in the production world. Your production director will send you details on when you should arrive on campus in addition to your listed call times on Planning Center. Please be intentional about committing to these times and communicating ahead if you are running late. We understand that things come up, and we have grace for emergencies. The sooner your campus production team knows about any delays, the better. Call times are dependant on service times and vary from campus to campus and event to event. Please don't hesitate to reach out if you have questions.

FAQs

What if I have no live production experience?

We will train anybody of any skill level. Some of our most skilled team members started serving on our team with no prior live production experience. All we ask is that you are attentive, teachable, and desire to learn.

What if I do have live production experience?

We are thankful you have chosen to bring your skills to serve on our team. What you will find is that even if you have prior experience from other environments, you may have a learning curve with training in the Victory culture and workflow. Again, we are happy to train you. Just like our team members with no prior experience, we ask that you are attentive, teachable, and desire to learn.

Can I serve in more than one position?

Of course! We encourage you to try any available position that interests you. We believe encouraging you to find your passion will result in maximizing your ability to use your unique gifts.

How long do I have to commit to a position?

We ask that you commit to serving at least three weekends per position. If you desire to try something new after your third weekend, please let us know! This also applies if you determine that Production is not the right ministry for you. We want to be sure you're using the gifts and

talents the Lord has placed within you. In either situation, please inform us and we will work with you to find the right position/ministry for you.

Do I have to serve all services on my scheduled weekend?

This varies per campus. Team members scheduled for main room services are required to serve one rehearsal and several consecutive services on their scheduled day. We do have opportunities to serve with other ministries that require less of a time commitment than serving for the weekend services, such as Young Adults and Youth services if that is of interest to you.

Can I still serve in production while serving with another ministry?

Yes. We do ask that you are mindful of how much you are serving overall and that you are intentional about making time to get spiritually fed. Your spiritual and physical health are important to us.

Do I have to serve at only one campus?

No! You can serve with the Production team at any Victory campus, not just the one you signed up with. If you would like to serve at more than one campus, contact your team leader and they will get you plugged in at other locations.

Could I serve at the same (or different) time as my family?

Yes! Our scheduling tool, Planning Center, has functionality to help households serve the same or different weeks, even if people are on different ministry teams! We will work with you.

What happens if I miss a week I am scheduled?

Our main request is clear and timely communication. If you know in advance, please help your leader by blocking out those dates in Planning Center. If there's a conflict on the day you are scheduled, please communicate with your Production team as soon as possible. Any heads up is better than no heads up! And if you forgot and missed the scheduled time, please communicate. Understanding your circumstances will help us best guide you.

I am concerned about completing a background check. Does failing mean I cannot serve?

No. Failing a background check will not default you to not being able to serve on our team. The more we can understand your circumstances, the more we can help guide you to your most ideal serving position. Please come talk with us! Whether it's a concern about what may show up on a background check or fear of not having necessary documents, we are open to a conversation. Sensitive personal information will be handled with confidentiality and care by a very small number of necessary staff members.

Do I have to serve every 2 weeks?

No. Although we typically ask volunteers to serve 1-2 times a month, this is not a requirement. We hope you can serve consistently so you can continue to grow in your craft; however, we

recognize work, sickness, family, vacation, etc. can prevent you from doing so. We care about your health. You will not be asked to serve more than twice a month.

I still have questions...

Not a problem! Our Production team leaders can help find the answer you need.