

OFFICE VOLUNTEER

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
- **Group Leader:** leads a small group
- **Team Member:** (replaces the term "volunteer"); usually an individual contributor to a ministry team

OPPORTUNITIES TO SERVE & GROW

Office Volunteers at Victory aim to shape a positive culture within the office environment, emphasizing professionalism, teamwork, and care for staff and visitors. Here are some of the available roles:

Reception Desk Administrator – Greets visitors, answers phones, manages front desk.

- *Campuses: Norcross only*
- *Ages: 18+*

Office & Administrative Support – Assists with special projects, events, administrative duties, or data entry.

- *Campuses: Norcross only*
- *Ages: 18+*

Here are some of the available opportunities to serve:

- Reception/Front Desk Admin
- Office & Administrative Support
- Data Entry
- Filing and Document Management
- Event Preparation & Organization
- Communications Support (e.g., newsletters, emails)
- Hospitality for staff meetings (refreshments, setup)

OUR MINISTRY GOAL

Every person on our campus, whether a guest, volunteer, or staff, is special! It's our joy to support and anticipate their needs. We want to create a welcoming, efficient, and supportive office environment for everyone as we prepare for events and weekend services.

GUIDELINES & COMMITMENTS

Time Commitments:

Office Hours: Office volunteers serve during regular office hours (Monday – Thursday from 9am – 5pm). Exact arrival times and length of serving times will vary based on need.

Training: You will be trained on Victory's office systems (phones, email, etc) during regular office hours.

Real Relationships: It's our hope that friendships grow as you link arms with others who are serving on this team! To encourage real relationships, we foster community where life can be shared and supported – both celebrations and struggles.

Flexibility for Change: We are continuously looking for ways to improve processes and systems. That means we need to be flexible and adaptable to change. When mistakes are made, we adjust and provide solutions as a team. Let's agree to maintain communication and build trust as we navigate the unexpected things of life together.

Physical Contact: As a part of the Office Volunteer team, you will frequently be in contact with guests, volunteers, and staff! Please be mindful of appropriate contact. A good guideline to focus on: high fives, fist bumps, and when appropriate, a pat on the back or a side hug. If the opportunity presents itself to pray for someone, a hand on a shoulder or holding hands could be appropriate. Use discernment. Any other physical affection or playful physical contact should be avoided while you serve.

Background Checks are conducted for all team members (ages 17+) in all ministries at Victory. If you have concerns, 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!"

Onboarding and Next Steps: We got you! The Receptionist will help you discern which team/opportunity might be a good fit, and will help you know your next steps. You can expect to be welcomed, well-trained, introduced to teammates, and provided with necessary details like time expectations, what to wear (and not wear), and where you will report.

FAQs

How often would I be scheduled? Every other week. The additional details of “what time” and “how long” can vary.

I have kids. Can I still serve? Yes! However, please be aware that children are not permitted on-campus during office hours.

I am concerned about having a Background Check. Please come talk with us! Whether it's concern about what may show up on it, or fear of not having necessary documents, or something else, please trust us to walk with you. We can provide guidance and we can also promise that your personal information will be handled with confidentiality and love by a very small number of necessary staff members.

What's next? First, if you are unsure about whether Office Volunteer is the right fit for you, our Receptionist will help you sort that out! They will reach out to you about next steps. If the team you try doesn't feel like the right fit, we will help you find the right one, even if it means an entirely different ministry. We're here to help!

I still have questions... Not a problem! Our Receptionist can help or get the answer for you.