

Receptionist

Policy Manual

Table of Contents

Receptionist Daily Schedule 3

Answering Phones 4

Telephone Extensions 7

Miscellaneous Information 8

Weekly Reports 10

Monthly and Annual Reports 17

Resource Calendar Management 18

FFC Master Calendar Management 20

Monthly Events Reports 20

Background Checks 21

Ordering Office Supplies………………………………………………………………………………………………..23

Signage 24

Weekly Reports 26

Voice Message / Announcement 28

Hospital Calls 28

**Weekly Schedule**

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**Answering Phones**

**Turn phones on/off**

Push the ring mode button

Enter:

1-During office hours (FFC and FA phones will ring)

3-When leaving for the day (all phones go directly to greeting)

3-Lunch from 12:00 – 1:00

**Phone script**

“Faith Family Church, the church with a heart, how may I direct your call?”

“Faith Family Church, please hold.”

**Checking messages**

Push 80 # \*

The mail box number is 21 #

The security code is 2100 #

Follow the prompts

1-listen to message

3-delete message

5-forward message

**Transfer call to staff**

Keep the caller on the phone

If the staff employee’s light is red, they are on the phone

Tell the caller that staff employee is on the phone

Ask if they would like to leave a voice mail

If so, transfer to voice mail (see instructions below)

If the staff employee’s light isn’t on, you can transfer the call

Push the staff employee’s button

Hang up the phone

The call will be transferred

**Transfer call to voice mail**

Keep the caller on the phone

Push the transfer to v.m. button on the phone

Enter the extension of the staff employee

Push the pound sign

Hang up the phone

The call will be transferred to voice mail

**To call staff employee in their office**

Pick up the handset

Push the staff employee’s extension

If they don’t have a button, enter their extension number

**If staff employee is calling you**

The phone will beep

Pick up the handset

If you want to stay on intercom, you can push the spkr button

**Voice call feature**

If a staff employee is not on the phone you can voice call into their office. This feature isn’t used very often because they could be in a meeting or busy. It is used if Pastor Jim/Tamara calls or if the staff employee asks you to.

Pick up the handset

If you want to stay on speaker you can just push their button

On the LCD screen at the top of the phone will be an option that says talk

Push the second button from the left labeled page

**When the private line rings**

The private line has its own distinct ring

Answer this call before answering other incoming calls

If a call comes in while the private line is ringing answer and ask

that caller to please hold

Answer the private line just like the other calls

Place Pastor Jim/Tamara on hold

Voice call the staff employee’s office

If they answer tell them Pastor Jim/Tamara is on the phone

If the staff employee isn’t in their office call Ginny or other offices upstairs to locate them

If the staff employee still can’t be found, ask Pastor if he would

like for them to call him back

If the staff employee is on the phone (red light) then interrupt their

call (see instructions below)

**Interrupt Feature**

While the staff employee is on the phone you can interrupt their

call. This allows you to tell them something, but the person they are on the phone with can’t hear you.

Push the staff employee’s red light

There will be a beep

Once you hear the beep tell them that Pastor Jim/Tamara is on

the phone for them

Hang up

**Update receptionist phone message**

See Staff Policy Manual

**Update General Church Message**

Talk with Ginny

**Incoming Calls**

* Caller wants prayer

Call the on call Pastor (see schedule in Receptionist folder in the Staff Files) and let them know that there is a prayer need on a line. If the on call pastor doesn’t answer in his office, you have the option of calling another pastor and asking if they are able to pray with someone on the phone.

Or

Transfer the caller to the on call cell phone by pressing Cnf/Trn then enter 77 and hang up. Ask the caller if it’s okay to transfer to on call cell if caller says yes go ahead and transfer, (depending on urgency of call they may want to speak with another pastor.

If not sure, check with Mrs. Ginny.

If Ginny isn’t in her office, tell the caller that the on call Pastor isn’t in his office and if they would like to be transferred to the on call phone and a Pastor will call them back to pray for them.

* Caller has Faith Academy questions

Transfer all Faith Academy questions to the school office.

**Staff Extensions**

Update the staff extension list and give to each staff member for their phone. Also give school office and sanctuary phones new list. The sheet is on the S Drive/Receptionist/Telephone/Telephone Extensions.

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**Miscellaneous Information**

**Visitors**

* Visitor asks to see a staff employee

Ask their name and if the staff member is expecting them

Regardless of their answer, ask them to wait in the foyer and you will call the staff employee

Call the staff employee and tell them that someone is here to see them if they would like to speak to them or if they want that person to make an appointment.

Inform the visitor of the staff employee’s decision

* Visitor wants to drop something off

Tell the visitor that you can take the item and give it to the staff employee.

(Before you leave for the day, place the item in the staff employee’s box upstairs in the volunteer room.)

If it is a food donation, the church accepts non-perishable items only. Keep in your office and email the adult ministry pastor.

If it is clothing, we do not accept clothing donations.

If it is a toy donation, call the nursery director and see if they would like to see it. Otherwise we do not accept toy donations.

* Visitor wants assistance

Ask what kind of assistance they need. See Benevolence section below.

* Visitor who is upset

Contact the on call pastor. Explain there is a person upset and that you need assistance. Mr. Long is also available in the school office.

* Visitor who is belligerent or becomes aggressive

Tell the visitor in a resolute manner they have one chance to stop shouting and calm down or the police will be called. If visitor does not calm down immediately dial 911 and report a visitor is threatening you. Once 911 has been notified, call the facility manger and the administrative pastor and tell him you need “assistance” with a visitor.

**Benevolence**

**Help with Bills**

If someone asks for help with rent or utilities, ask if they are a church member.

* If they are not, the church is only helping church members. They can call 211 for assistance. (Other places that help: VCAM, Community Action, and Christ’s Kitchen)
* If they are church members tell them applications are available in the church office. They can fill it out and turn it back in. It takes 2 weeks for an application to be processed. The applicant will be called directly. The church does not have an emergency fund.

Check the application for requirements.

**Food**

If a call comes and someone wants assistance with food, the church has a food pantry available after a Sunday or Wednesday service in the back lobby. If they need food immediately refer them to Christ’s Kitchen, VCAM or the Food Bank.

**Deliveries**

When UPS, Fed Ex, etc. drop off packages sign for them.

Email the staff employee that they have a package.

If the package is an overnight call the employee and tell them they have an overnight package.

Take the payroll package upstairs to Pastor Larry or the accounting director promptly.

**Sign In/Out Sheets**

If anyone needs to go to the bathroom or go to the school part of the building ask them to please sign in.

Sign in/out sheets are for the school and the Faith Academy secretary will supply them. They will be turned in to the receptionist to file.

**Attendance Reports**

*Weekly attendance reporting is important in that it provides the Senior Pastor with information regarding the growth rate of Faith Family Church as a whole and in specific ministry areas (i.e. Children’s Church, Youth, etc.).*

Attendance is reported each week for the following areas:

* Sunday Morning Attendance Report (8:30 and 10:30 am)
* Weekly Attendance Report

These are stapled together and a hard copy is turned in to Pastor Larry’s box and Mrs. Ginny’s box (for Pastor Jim’s review) and filed in receptionist office.

**Pencil Copy**

* Mr. Long and the usher team will turn in pencil copies along with additional count papers after the services in the receptionist’s office.
* Double check all the numbers and totals on the pencil copy.

**Report Sections**

*Wednesday Service*

* Sanctuary – this is the number of cars multiplied by the corresponding car factor located on the pencil copy
* Bus Adult Riders – total is located on the attendance pencil copy
* Kids Life - located at the bottom of the pencil copy
* Studio 45 – located at the bottom of the pencil copy
* 3 & 4 Year Olds – total located on the Fellowship One print out turned in with the pencil copy
* Nursery – total located on the Fellowship One print out turned in with the pencil copy
* E3 – they will put a copy of their report in your mail box.

From the E3 report you will need the following numbers:

The vehicle count from E3, the E3 Adults, and the Attendance.

*Sidewalk Sunday School*

Corey or Ranella Tucker text the SSS numbers every week. There is no SSS during the summer.

*Gonzales Attendance*

Pastor Forrest or Pam will email the count on Monday

***Sunday – 8:30 Service***

In the middle of the report will be these categories:

* Sanctuary – this is the number of cars multiplied by the corresponding car factor located on the pencil copy
* Nursery – total located on the Fellowship One print out turned in with the pencil copy
* 3 & 4 Year Olds – total located on the Fellowship One print out turned in with the pencil copy
* Kids Life - located at the bottom of the pencil copy
* Studio 45 – located at the bottom of the pencil copy
* Jr. High - located at the bottom of the pencil copy

***Sunday - 10:30 Service***

* Sanctuary – this is the number of cars multiplied by the corresponding car factor located on the pencil copy
* Bus Adult Riders – total is located on the attendance pencil copy
* Nursery – total located on the Fellowship One print out turned in with the pencil copy
* 3 & 4 Year Olds – total located on the Fellowship One print out turned in with the pencil copy
* Kids Life - located at the bottom of the pencil copy
* Studio 45 – located at the bottom of the pencil copy
* Jr. High - located at the bottom of the pencil copy

**SUNDAY MORNING ATTENDANCE REPORT**

* Click on the ‘Simon’(S) icon.
* Click on Receptionist
* Select Attendance Reports.
* Select current year Attendance Reports.
* Select the month you are working on.
* Go to the first tab in that file (this will be the weekly attendance report), right click, move or copy, check the ‘create a copy’ box, and select ‘move to the end’. Rename this tab to correspond to the week you are working on.
* Complete the same steps as above except go to the second tab (this is the Sunday Morning Attendance Report)
* Change the header to reflect the current week’s Sunday date for the report.
* Plug in the numbers from the pencil copy.
* Sidewalk Sunday school is not included into the attendance count.

**WEEKLY ATTENDANCE REPORT**

* Go to the tab that you already copied and renamed for the Weekly Attendance Report.
* Fill in the dates and the Pastor who was teaching in the blue boxes.
* Enter in the numbers from the previous year.
* Compare Sunday for Sunday and Wednesday for Wednesday for the previous year.
* Enter the information from the Wednesday pm service onto the report.
* Enter the information from the Sunday Morning Attendance Report onto this report. Make sure to take the numbers from the total column.
* The car factor for Sunday service is calculated by: adult total/total number of vehicles.
* The car factor for Wednesday service is calculated by: adult + E3 adults/total number of vehicles (E3 vehicles + Wednesday vehicles).
* The % of children is calculated by: total children (Kids Life, 3 & 4 yrs., and nursery)/overall total of attendance.
* The visitor cards can be counted from the pile.
* Double check the % + and – columns by: new year *minus* old year *divided* by old year.

Print three copies for Pastor Jim (goes in Ginny’s box), Pastor Larry (in his box), and file.

Email a copy to entire staff.

Pastor Larry’s copy of the attendance report needs to be turned in by Tuesday.

All reports need to be in Mrs. Ginny’s box by Friday 12 noon.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **WEEKLY ATTENDANCE REPORT** | | | | | | |  | |  | |  | |  | |  | |  | |  | |
| **WEEK OF August 19th - August 25th 2013** | | | | | | | No formula. Date from Monday - Sunday | | | | | | | | | | | |  | |
|  |  |  |  |  |  | | |  | |  | |  | |  | |  | |  | |  | |
| **WEEK 4** |  | **2012** |  | **2013** | | **%+or-** |  | |  | |  | |  | |  | |  | |  | |
| **Wednesday Service 7:00 PM** | 8/22/2012 | **1041** | 8/21/2013 | **997** | | -4% | = | | SUM(C6:C11, C13:C14) | | | | | | | | | |  | |
| Adults | Pastor Larry Helms Weather Clear | 641 | Dr Chris Royael Weather Cloudy | 632 | | -1% | = | | SUM(E6:E11, E13:E14) | | | | | | | | | |  | |
| Nursery (Birth-2yrs) | 41 | 31 | | -24% | = (E5-C5)/C5 all below are same except Children % | | | | | | | | | | | |  | |
| Preschool (3 & 4 yr. olds) | 36 | 33 | | -8% |  | |  | |  | |  | |  | |  | |  | |
| FFC Kids (5yrs - 3rd grade) | 75 | 74 | | -1% |  | |  | |  | |  | |  | |  | |  | |
| Studio 45 (4th - 5th grade) | 27 | 28 | | 4% |  | |  | |  | |  | |  | |  | |  | |
| Bible Club (8/29/10) | na | 18 | | na |  | |  | |  | |  | |  | |  | |  | |
| Total Children | 179 | 184 | | 3% | = | | SUM(C7:C11) | | | | | | | | | |  | |
| E3 Students (9th - 12th grade) | na | 64 | | na | = | | SUM(E7:E11) | | | |  | |  | |  | |  | |
| E3 Students (6th - 8th grade) | na | 87 | | na |  | |  | |  | |  | |  | |  | |  | |
| Total E3 Students | 181 | 151 | | -17% | = | | SUM(C13,C14) | | | |  | |  | |  | |  | |
| E3 Adults | 40 | 30 | | -25% |  | |  | |  | |  | |  | |  | |  | |
| E3 Vehicles | 45 | 41 | | -9% |  | |  | |  | |  | |  | |  | |  | |
| Vehicles | 352 | 347 | | -1% |  | |  | |  | |  | |  | |  | |  | |
| Total Vehicles | 397 | 388 | | -2% | = | | SUM(C16,C15) | | | |  | |  | |  | |  | |
| Car Factor | 1.82 | 1.63 | | -11% | = | | (C6)/C17 | | | |  | |  | |  | |  | |
| Children % | 17.2% | 18.5% | | 1% | = | | SUM(C7:C11)/C5 | | | |  | |  | |  | |  | |
| **Sanctuary Visitor Cards** | **9** | **5** | | -44% | = (E21-C21) | | | |  | |  | |  | |  | |  | |
| E3 Visitor Cards | 2 | 7 | | 250% |  | |  | |  | |  | |  | |  | |  | |
| FFC Kids Visitor Cards | 0 | 3 | | 300% |  | |  | |  | |  | |  | |  | |  | |
| **Gonzales Wednesday 7:00 PM** | 8/22/2012 | **82** | 8/21/2013 | **34** | | -59% | = B5 | |  | |  | |  | |  | |  | |  | |
| Adults | Pastor Forrest Hamilton  Weather: Clear | 44 | Pastor Forrest Hamilton Weather Hot Partly Cloudy | 22 | | -50% | = SUM(C26:C29) | | | | | | | | | | | |  | |
| Youth (6th - 12th grade) | 15 | 7 | | -53% | = D5 | |  | |  | |  | |  | |  | |  | |
| Children (5yrs - 5th grade) | 16 | 4 | | -75% | = SUM(E24:E27) | | | | | | | | | | | |  | |
| Nursery (Birth-4yrs) | 7 | 1 | | -86% |  | |  | |  | |  | |  | |  | |  | |
| Car Count | 31 | 17 | | -45% |  | |  | |  | |  | |  | |  | |  | |
| **Visitor Cards** | 0 | 1 | | 100% |  | |  | |  | |  | |  | |  | |  | |
|  |  |  |  |  | |  |  | |  | |  | |  | |  | |  | |  | |
| **one.Young Adults** | 8/23/2012 | **29** | 8/22/2013 | **43** | | 48% |  | |  | |  | |  | |  | |  | |  | |
| one.Young Visitors |  | 1 |  | 6 | | 500% |  | |  | |  | |  | |  | |  | |  | |
|  |  |  |  |  | |  |  | |  | |  | |  | |  | |  | |  | |
| **Sidewalk Sunday School** | 8/26/2012 | **na** | 8/25/2013 | **na** | | na | = B41 | |  | |  | |  | |  | |  | |  | |
| Crestwood (Sunday) |  | na |  | na | | na | = D31 | |  | |  | |  | |  | |  | |  | |
| Salvations |  | na | na | | na |  | |  | |  | |  | |  | |  | |  | |
|  |  |  |  |  | |  |  | |  | |  | |  | |  | |  | |  | |
| **WEEK 4** |  | **2012** |  | **2013** | | **%+or-** | = A4 | |  | |  | |  | |  | |  | |  | |
| **Sunday 8:30 AM** | 8/26/2012 | **731** | 8/25/2013 | **793** | | 8% |  | |  | |  | |  | |  | |  | |  | |
| Adults | Guest Speaker David Kinnaman Weather Clear | 613 | Pastor Jim Graff Back to School Service Weather Clear | 676 | | 10% | = SUM(C42:C46) | | | | | | | | | |  | |  | |
| Nursery (Birth-2yrs) | 20 | 30 | | 50% |  | |  | |  | |  | |  | |  | |  | |
| Preschool (3 & 4 yr. olds) | 19 | 17 | | -11% | = SUM(E46,E44,E45,E43,E42) | | | | | | | | | |  | |  | |
| FFC Kids (5yrs - 3rd grade) | 55 | 48 | | -13% | = (E41-C41)/C41 | | | | | | | | | |  | |  | |
| Studio 45 (4th & 5th grade) | 24 | 22 | | -8% |  | |  | |  | |  | |  | |  | |  | |
| JR High (6th - 8th grade) | 23 | In Service | | na |  | |  | |  | |  | |  | |  | |  | |
| Vehicles | 350 | 386 | | 10% |  | |  | |  | |  | |  | |  | |  | |
| Car Factor | 1.75 | 1.75 | | 0% | = (C42)/C48 | | | | | | | | | |  | |  | |
| Children % | 16.1% | 14.8% | | -1% | = (E42)/E48 | | | | | | | | | |  | |  | |
| **Sanctuary Visitor Cards** | **0** | **0** | | 0% | = SUM(E43:E46)/E41 | | | | | | | | | |  | |  | |
| FFC Kids Visitor Cards | 0 | 0 | | 0% | = SUM(E43:E46)/E41 | | | | | | | | | |  | |  | |
| **Sunday 10:30 AM** | 8/26/2012 | **1961** | 8/25/2013 | **2132** | | 9% | = B41 | | | | | | | | | |  | |  | |
| Adults | Guest Speaker David Kinnaman Weather Clear | 1574 | Pastor Jim Graff Back to School Service Weather Clear | 1755 | | 11% |  | | | | | | | | | |  | |  | |
| Adult Bus Riders | 13 | 18 | | 38% | = D41 | | | | | | | | | |  | |  | |
| Nursery (Birth-2yrs) | 67 | 75 | | 12% | = SUM(C59,C54,C57,C58,C56) | | | | | | | | | |  | |  | |
| Preschool (3 & 4 yr. olds) | 73 | 70 | | -4% | = (E50-C50) | | | | | | | | | |  | |  | |
| FFC Kids (5yrs - 3rd grade) | 173 | 173 | | 0% | = (E53-C53)/C53 | | | | | | | | | |  | |  | |
| Studio 45 (4th & 5th grade) | 74 | 59 | | -20% |  | |  | |  | |  | |  | |  | |  | |
| JR High (6th - 8th grade) | 85 | In Service | | na |  | |  | |  | |  | |  | |  | |  | |
| Vehicles | 758 | 843 | | 11% |  | |  | |  | |  | |  | |  | |  | |
| Car Factor | 2.06 | 2.08 | | 1% |  | |  | | | | | | | |  | |  | |
| Children % | 19.7% | 17.7% | | -2% | 2013 Running Average | | = E54/E61 | | | | | | | |  | |  | |
| **Sanctuary Visitor Cards** | **12** | **7** | | -42% |  | | | | | | | |  | |  | |
| FFC Kids Visitor Cards | 6 | 3 | | -50% | = SUM(E56:E59)/E53 | | | | | | | |  | |  | |
| **Total AM Services** | 8/26/2012 | **2692** | 8/25/2013 | **2925** | | 9% | **2675** | |  | | | | | | | |  | |  | |
| Adults |  | 2187 |  | 2431 | | 11% | 2245 | | = SUM(E41+E53) | | | | | | | |  | |  | |
| Adult Bus Riders | 13 | 18 | | 38% | 19 | |  | | | | | | | |  | |  | |
| Nursery (Birth-2yrs) | 87 | 105 | | 21% | 85 | | = E54+E42 | | | | | | | |  | |  | |
| Preschool (3 & 4 yr. olds) | 92 | 87 | | -5% | 82 | |  | | | | | | | |  | |  | |
| FFC Kids (5yrs - 3rd grade) | 228 | 221 | | -3% | 196 | | = (E63-C63) | | | | | | | |  | |  | |
| Studio 45 (4th & 5th grade) | 98 | 81 | | -17% | 73 | | = (E66-C66)/C66 | | | | | | | |  | |  | |
| JR High (6th - 8th grade) | 108 | In Service | | na | 103 | |  | |  | |  | |  | |  | |  | |
| Children % | 18.8% | 16.9% | | -2% | 16.1% | |  | | | | | | | |  | |  | |
| Vehicles | 1108 | 1229 | | 11% | 1123 | | = SUM(E69:E72)/E66 | | | | | | | |  | |  | |
| **Total Sanctuary Visitor Cards** | **12** | **7** | | -42% | 11 | | = (E74-C74) | | | | | | | |  | |  | |
| FFC Kids Visitor Cards | **6** | **3** | | -50% | 6 | |  | |  | |  | |  | |  | |  | |
|  |  |  |  |  | |  |  | |  | |  | |  | |  | |  | |  | |
| **WEEK 4** |  | **2012** |  | **2013** | | **%+or-** | = A4 | |  | |  | |  | |  | |  | |  | |
| **Gonzales Sunday 9:00 AM** | 8/26/2012 | **78** | 8/25/2013 | **84** | | 8% |  | |  | |  | |  | |  | |  | |  | |
| Adults | Pastor Forrest Hamilton Weather Clear | 72 | Pastor Forest Hamilton Weather Warm Partly Cloudy | 81 | | 13% |  | | | | | | | |  | |  | |  | |
| Children (5yrs - 5th grade) | 5 | 0 | | -100% | = D41 | |  | |  | |  | |  | |  | |  | |
| Nursery (Birth-4yrs) | 1 | 3 | | 200% | = SUM(E81:E83) | | | | | | | |  | |  | |  | |
| Vehicles | 34 | 33 | | -3% | = (E80-C80)/C80 | | | | | | | |  | |  | |  | |
| **Visitor Cards** | 0 | 1 | | 100% |  | |  | |  | |  | |  | |  | |  | |
| **Gonzales Sunday 10:30AM** | 8/26/2012 | **115** | 8/25/2013 | **139** | | 21% |  | |  | |  | |  | |  | |  | |  | |
| Adults | Pastor Forrest Hamilton Weather Clear | 94 | Pastor Forest Hamilton Weather Warm Partly Cloudy | 115 | | 22% |  | | | | | | | |  | |  | |  | |
| Children (5yrs - 5th grade) | 17 | 15 | | -12% | = D31 | |  | |  | |  | |  | |  | |  | |
| Nursery (Birth-4yrs) | 4 | 9 | | 125% | = SUM(E87:E89) | | | | | | | |  | |  | |  | |
| Vehicles | 37 | 50 | | 35% |  | |  | |  | |  | |  | |  | |  | |
| **Visitor Cards** | 3 | 2 | | -33% |  | |  | |  | |  | |  | |  | |  | |
| **Smiley Saturday** |  | **na** | 8/24/2013 | **17** | | na |  | |  | |  | |  | |  | |  | |  | |
| Adults |  | na | Pastor Forest Hamilton Weather Warm Partly Cloudy | 13 | | na |  | |  | |  | |  | |  | |  | |  | |
| Children (5yrs - 5th grade) |  | na | 4 | | na |  | |  | |  | |  | |  | |  | |  | |
| Nursery (Birth-4yrs) |  | na | 0 | | na |  | |  | |  | |  | |  | |  | |  | |
| Vehicles |  | na | 5 | | na |  | |  | |  | |  | |  | |  | |  | |
| **Visitor Cards** |  | na | 3 | | na |  | |  | |  | |  | |  | |  | |  | |
| **Total Weekend Services** | 8/26/2012 | **261** | 8/25/2013 | **240** | | -8% | = B41 | |  | |  | |  | |  | |  | |  | |
| Adults |  | 227 |  | 209 | | -8% |  | | | | | | | |  | |  | |  | |
| Children (5yrs - 5th grade) | 28 | 19 | | -32% | = D41 | |  | |  | |  | |  | |  | |  | |
| Nursery (Birth-4yrs) | 6 | 12 | | 100% |  | | | | | | | |  | |  | |  | |
| Vehicles | 100 | 88 | | -12% |  | | | | | | | |  | |  | |  | |
| **Visitor Cards** | 3 | 6 | | 100% |  | | | | | | | |  | |  | |  | |
|  |  |  |  |  | |  |  | |  | |  | |  | |  | |  | |  | |

**Monthly Attendance Report**

This report is an overview of all the weekly attendance reports for the month. Complete this by the third week (no later than Friday before noon) of the following month and turn in to the person responsible for monthly reports.

This report can be found on S Drive/Receptionist/Reports/Attendance/[Current Year]/[Current Year] Monthly

Click on the previous Monthly Attendance Report (Excel document)

Right click last month’s tab on the bottom

Choose move or copy

Check the box labeled ‘create a copy’

Click ok

Right click on the new worksheet and rename to reflect the new month

Delete all of the old information from last month

*Don’t delete the rows that are labeled adults, car factor, or child %. Also, don’t delete anything after the week 5 column (averages, last month, etc.) These cells contain formulas.*

Enter in the new dates

Enter in the numbers off each weekly attendance report

An average will need to be done for weeks that have a comparison. (Don’t include guest speaker into the average; it will not give an accurate comparison)

Check the report for accuracy.

**Annual Attendance Report**

The annual attendance report combines all monthly reports and compares it with last year’s attendance. Work on the previous year in January and submit in End of Day reports. (i.e. Complete annual report for 2011 in January 2012.)

S Drive/Receptionist/Reports/Attendance/Annual Reports

**Resource Calendar Management**

Log in to outlook on the computer. Permission is required to manage Resource Calendar.

Before any reservation is made ensure that the room is not already being used on the and at the time of the new request.

If there is a conflict, do not reserve the new request. Email the new requestor and explain the conflict. Provide a few other room options that are open. That staff member can choose a different room or work it out with the reservation already in place and email if it is okay.

In order to have the Connection Center approved for reservation at least 75 people must be planning to attend the event. Check with Pastor Larry for approval.

A weekly email will be sent to Danny and Pastor Larry to make them aware of the new room reservations made that week. Also include any reservations that are not regular reoccurring reservations.

**To add a room reservation:**

Select “New” drop down arrow

Select “Meeting Request”

Enter the name of the reservation (i.e. Campus Ministry Meeting)

Select “Rooms”

Select the room(s) that is being requested (i.e. MC Connection Center)

* + - * MC = main campus
      * AC = airport campus

Under “options” on the ‘Meeting’ tab change the reminder from ‘15 minutes’ to ‘None’

Ensure that the date is correct

Select the time requested

Select ‘Reoccurrence’ at the top if needed

Save and Close

**To reserve a bus:**

Select “New” drop down arrow

Select “Meeting Request”

Enter the name of the reservation (i.e. Campus Ministry Meeting)

Do NOT select “Rooms”

Select the “Scheduling Assistant” view on the ‘Meeting’ tab at the top of the request box.

Select “Add attendees”

Select the equipment requested (i.e. EQ Large Yellow Bus)

* + - * EQ = equipment

Do NOT hit the ‘enter’ key

Select the button “resource” at the bottom of the dialog box

Go back to “Appointment” view

Under “options” on the ‘Meeting’ tab change the reminder from ‘15 minutes’ to ‘None’

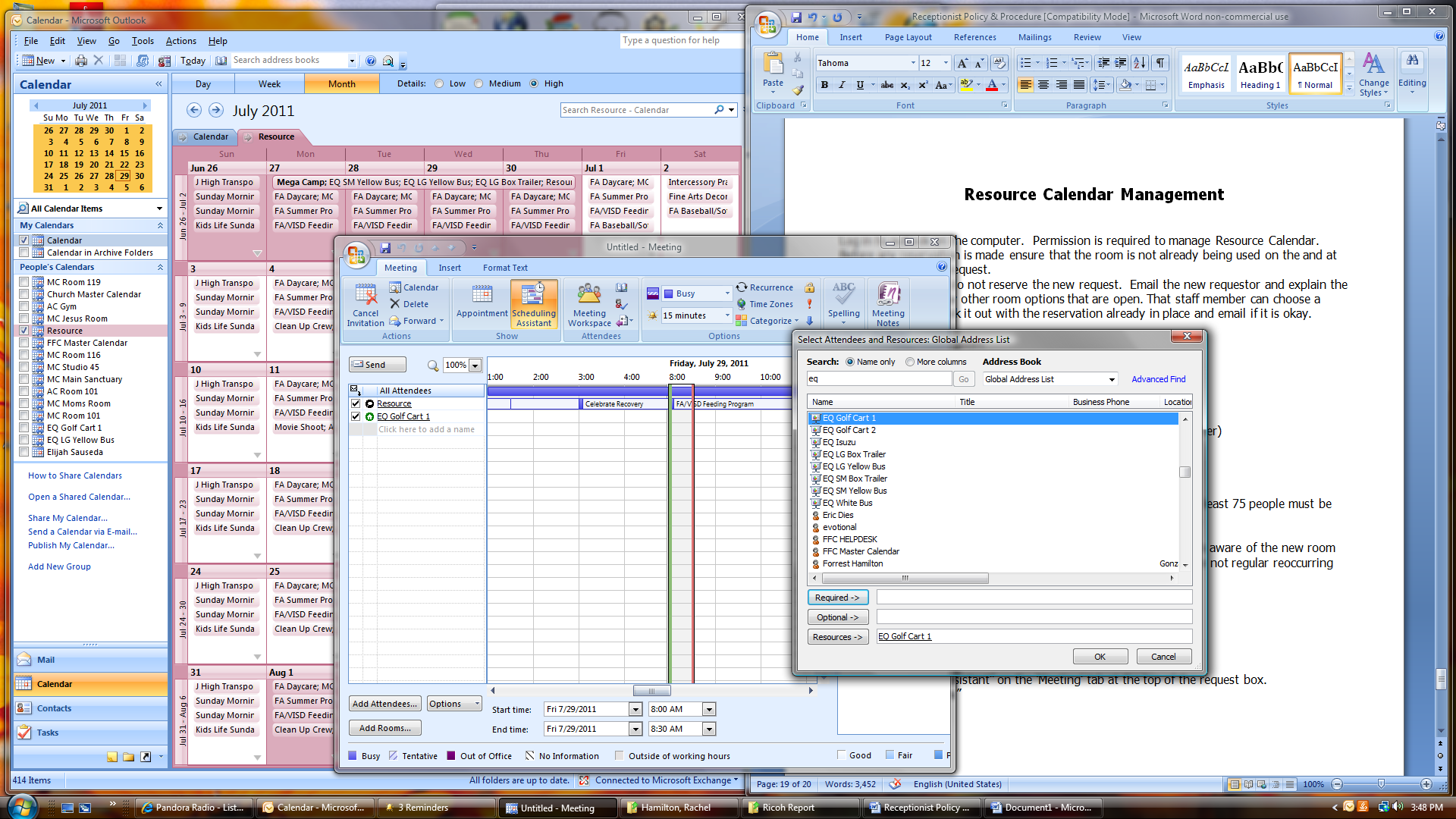
Ensure that the date is correct

Select the time requested

Select ‘Reoccurrence’ at the top if needed

Save and Close

See the example below:



**FFC Master Calendar Management**

Only big events, days the church office is closed are included on the FFC Master Calendar.

(i.e. Christmas Day, Significant Church Conference, Baptism, Guest Speaker, weddings, etc.) There are some exceptions that are included on the calendar: Senior Saints Game Night, Singles Friday Night Live and Ladies Bible Study.

Select “New” drop down arrow

Select “Appointment”

Enter the name of the event

Regardless of the time of the event, select ‘All Day Event’ box

Leave ‘Location’ blank

Change ’15 minutes’ or ‘18 hours’ to ‘None’ as a reminder

Save and Close

**Background Checks**

All volunteers 18 and older who are working with minors must have a background check. The background check request form is on the S Drive under the FORMS folder. Staff will have their volunteers fill out the form and will turn them into the church office. Background checks must be signed by applicant or they cannot be run. If a background check is not signed give it back to the staff who requested it and explain it needs to be signed. Background Checks are run daily.

**Submitting a background check:**

Go to

https://www.mobilizemyministry.com

User ID:

Password: John3:16

Select ‘New Order’

Fill out:

- Last Name

- First Name

- Date of Birth

- Social Security Number

-Gender

- State

Leave the rest blank. Select ‘Submit’ at the bottom of the screen.

Check “Basic” box , and ‘Submit’

Background checks take 1-3 days to process through Mobilize My Ministry.

Check for completed background checks by logging in and selecting ‘Complete.’

A list will appear in the order received. Once a background check is complete, select ‘C,’ save a copy on S Drive/Background Checks. Save the pdf file and title it the person’s last name, first name.

If the background check has no ‘alerts’ then add the background check to the individual’s Fellowship One account.

**Adding a background check to Fellowship One:**

- Look up the individual’s profile on Fellowship One

- At the bottom of the profile page, under ‘Requirements’ select ‘add a requirement’

- On the new screen under requirement select ‘background check’

- Under status select the appropriate option

- Under date select the date the background check results came in or the date they were approved by the staff member.

Copy background consent forms for Ginny at end of month so she can verify billing.

Once a background check has been submitted to Protect My Ministry black out SS# on the paper consent form.

When the background check is complete email the staff member who requested it letting them know the individual has an approved background check also cc Life Team Coordinator. If the background check has violations/alert on it contact Pastor Larry for approval.

**Ordering Office Supplies**

Before ordering, submit all items on one PO to Pastor Larry for approval.

If a staff member would like to order a special item they need to submit a PO to Pastor Larry and note that you will order it for them. When the invoice comes in, note which items go to the special order from the staff member.

\*\*\*Currently Ginny Helms goes to Sam’s for Office Supplies. Just email her a list of what you need.

**Monthly Events Reports**

Enter Department Ministry Events in the Monthly Event Reports for each month.

You will find the ministry monthly events in their yearly plans.

**Service Signs**

Every Wednesday and Friday afternoon at 4:45pm, change room signs for Wednesday/Sunday Service.





Ordering New Signs:

First send a PO for approval.

Once approved send email to Billie Jo Kasper at Sign Works [sales@sign-works.net](mailto:sales@sign-works.net)

They will send you a proof to approve the spelling.

They will call you when order is complete.

**Weekly Reports**

Weekend Facility Usage:



Email to Pastor Larry on Fridays and cc Danny Pena

Room Request Report:



Email to Pastor Larry on Friday’s and cc Danny Pena.

**Voice Message / Announcements**

To change voicemail, go to Telephone Announcement

Update Highlighted information

Update every Tuesday

Find update info in Planning Center and Monthly Bulletin

**To change announcement:**

80#

60#

60#

6000#

Press 3

Greeting 1

Press 1

Record press 2

When Finished Hang Up

**Hospital Calls**

Info Needed:

* Persons Name
* Hospital
* Room Number
* Contact Number

Email Dr Chris Royael this info.