

American Church in Berlin Volunteer Role Descriptions & Responsibilities

American Church in Berlin is a liturgical congregation. The word liturgy means “work of the people”. Leading and assisting worship is the work of many, not just pastors. The reason we have acolytes, communion assistants, greeters, lectors, ushers and choirs is to help us offer to God the most complete worship.

If you are interested in serving in any of the roles described below, contact Kumar Vasanth or Nina Harwick, *Interim* Volunteer Coordinators, (deacon@americanchurchberlin.de or ninamharwick@gmail.com)

Volunteer Coordinator –

The Volunteer Coordinator is the primary contact person for recruiting, training, and arranging participation by volunteers for church events and programs. *This position is a volunteer part-time (15+ hours a week) and reports directly to the Pastor and Office Manager. Should you be interested in this position you should be willing to stay committed for at least 6 months in the role.*

As ACB continues to grow in the number of ministries and members, a Volunteer Coordinator serves to discover the volunteer needs of our various programs and assist the leaders of those programs in filling the volunteer positions. As the point of contact with volunteers, the Volunteer Coordinator ensures the training and participation of those volunteers.

The Volunteer Coordinator actively recruits and maintains volunteers by:

- Getting to know members and potential members of the congregation.
- Making and continuing to have personal contact with interested individuals through face-to-face conversation, phone calls, and emails.
- Being familiar with the programs and ministries of our congregation and the volunteer needs those programs and ministries have.
- Encouraging volunteer participation by publicizing volunteer opportunities during announcements in worship, the weekly bulletin, the monthly newsletter, and occasional direct mailings and phone calls.
- Having a volunteer table set up in the lobby on Sundays to answer questions and take signups creating posters and sign-up sheets.
- Ensuring volunteers understand and are trained in the duties of what they have volunteered for and they are aware of the times and places of what they volunteered for.
- Creating and making use of volunteer job descriptions and training materials.
- Arranging for an annual public appreciation of our volunteers.
- Performing back-ground checks on potential volunteers.
- Performing other duties as assigned.

Role Qualifications:

- Strong interpersonal and customer service skills required.
- Exceptional communication skills, both oral and written.
- Professional demeanor, team oriented, positive and engaging attitude.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to meet deadlines.
- Strong organizational skills (record keeping, time management, follow up, etc.).

American Church in Berlin

Volunteer Role Descriptions & Responsibilities

- Ability to tactfully handle stressful and difficult situations.
- Strong problem solving skills.
- Strong ethical standards; ability to create trust and integrity with co-workers, volunteers, and community.
- Personal attributes that include reliability, professionalism, ability to work independently, positive attitude, and ability to remain calm in stressful situations.
- Has a passion for seeing people become connected to the church.
- Regular and sustained worship attendance.
- Experience in recruiting, training, and supporting volunteers preferred.
- Experience working in a team-oriented, collaborative environment desired.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

VOLUNTEER ROLES:

WORSHIP

11:00 AM SERVICE

- Worship Coordinator (1)
- Lector/Prayer (1)
- Foreign Language Reader - Lord's Prayer (1)
- Audio/Video (1)
- Children's Time (1)
- Acolyte (1)
- Greeters/Ushers (5)
- Tellers (2)
- Nursery (1-2)
- Communion Prep (1)
- Communion Assistants (4)
- Coffee Hour (2-3)
- Flower Donations (1)

1:30 PM PRAISE SERVICE

- Worship Coordinator (1)
- Lector/Prayer (1)
- Audio/Video (1)
- Children's Time (1)
- Acolyte (1)
- Greeters/Ushers (2)
- Tellers (2)
- Nursery (1-2)
- Communion Prep (1)
- Communion Assistants (2)
- Coffee Hour (2-3)
- Flower Donations (1)

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

Role Descriptions & Requirements

Worship Coordinator

*Reports to: Volunteer Coordinator - ****Interim**** Nina Harwick - Please email (ninamharwick@gmail.com) with questions.*

(Description in Signup Genius)

This position is crucial to the worship service and ACB environment. It helps to create an inviting experience for guests. **There is a check-list of responsibilities available at the Information Desk.**

- You need to arrive no later than **1 HOUR BEFORE** the first service begins.
- You will make sure to be at the information desk ready to receive volunteers 30 minutes prior to service.
- You will help find a replacement volunteer if there are any absent volunteer slots 10 minutes prior to service.
- You will be informed and knowledgeable of current service and upcoming events.
- You will greet guests and encourage them to participate in the life of the church.
- You are always looking to duplicate yourself and find new worship coordinator volunteers!

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

Lector/Prayer

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Description in Signup Genius)

For over 2,000 years, Scriptures have been read aloud to Christians gathered together. The shared stories and experiences are one of the profound ways we connect with God and the tradition of believers who have gone before us. So, too, we offer this as a wonderful and meaningful way to participate in the worship service. Lectors who speak the Word with confidence have a strong positive impact on everyone's worship experience.

Time commitment: The time commitment involves preparation before service and reading during the service. Readings are available in the weekly e-newsletter so you have the opportunity to review them and work out any pronunciations with our special guide.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

Audio/Video

Audio/Video - **requires training**

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Description in Signup Genius)

The A/V ministry is an important part of our Worship Service. We want to enhance everyone's worship experience, and not be a distraction.

- **Both Services* SOUND BOARD:* This position will require further training required.
- **Praise Service* COMPUTER/SLIDES:* When you are running the slides on the computer, you are in charge of making sure the words are at the correct part of the song and the videos play at the right times (which will all be provided and programmed for you).

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

CHILDREN'S TIME

*Reports to: Pastor - Please email (office@americanchurchberlin.de) with questions.
(Description in Signup Genius)*

ACB welcomes children to participate fully in worship and we feel strongly that children's spirituality develops through experience. Children's Time is a short lesson set into the service especially for the children to be welcomed into worship. The lesson's topic should tie into either of the two readings for that Sunday.

Time commitment: The time commitment involves preparation before service and speaking to the children during the service and leading the Peace with the help of the children. Readings are available in the weekly e-newsletter so you have the opportunity to review them and develop your lesson for the children. Please feel comfortable emailing the pastor and or the church office with questions.

(Further Details)

- Read the bulletin or check the newsletter to determine the day's theme. The bulletin will be sent to you by Friday before your signed up Sunday. If you'd like to know the lessons earlier than that, please call the church office (030 813 2021). Lessons are known months in advance; bulletins are printed on Thursdays.
- **KEEP IT SHORT.** About four minutes is the maximum attention span for a mixed group of children. Adult listeners too will have a tendency to grow restless if you talk too long.
- **KEEP IT SIMPLE.** Abstract concepts are great for adults, but prove confusing to children.
 - Stick to one main point during your message.
 - Use concrete examples (visual aides are quite helpful).
 - Connect your idea to what is familiar to the listeners (school, movies, games, family, etc.)
- **KEEP IT ACTIVE.** The more kids are involved, the more they will enjoy your message and pay attention. Ways to do this included storytelling, asking questions, demonstrations, and hand motions which the children imitate. Remember to remain flexible; children may say and do the unexpected.
- **HINTS FOR MANAGING UNWANTED ACTIVITY**
 - If a talkative child wants to tell you a story, promise to listen to the story after Children's Time, then remain a moment with the child to fulfill the promise.
 - Always provide a control signal (like "freeze" or a hand clap) for any activity you initiate from them.
 - Watch their faces, trying to make eye contact with each participant.
- **THINGS TO AVOID**
 - Resist the temptation of making this a time of entertainment for the adults.
 - Avoid behavioral messages such as, "if you put your toys away, God will love you."
- Even though the message is not directed towards the adults, please speak loudly and clearly enough so that you can be heard by the congregation. Repeat into the microphone the answers that the children give that might not be heard by the congregation.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

ACOLYTES

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

****Acolytes should have attended a training session**

(Description in Signup Genius)

From a Greek word meaning follower, attendant, helper. Acolytes are one of the primary worship assistants working with the pastors and other worship leaders to lead the worship service.

- Arrive at least 15 minutes before the service starts.
- Review guidelines for Acolytes (located in at the information desk), as needed.

(Further Details)

GUIDELINES FOR ACOLYTES

BEFORE WORSHIP

1. Arrive at least 15 minutes prior to worship. Locate the candle lighter and matches; put on the acolyte robe. Place a hymnal and bulletin on your chair and one for the pastor and intern.

DURING WORSHIP

1. Light the candles during the prelude.
 - a. Approach the altar from the front. Pause at the foot of the steps and “reverence” the altar. Then light the candles on the altar.
 - b. Light the “tea light candle” (used for people leaving ACB) if there is one.
 - c. During Advent light the appropriate Advent candles.
- a. After lighting the candles, return to the foot of the steps, turn and “reverence” the altar and go to your seat by the pastor where you will fully participate in worship.
2. At the time of the offering, go to the altar, take the offering plates and give them to the ushers who come forward and take them. You do not need to “reverence” the altar here. When the offertory begins and the pastor goes to the altar, come forward to receive the offering plates and place them on the altar.
3. Extinguish the candles during the beginning of the postlude.
 - a. Approach the altar from your seat. Pause at the foot of the steps and “reverence” the altar.
 - b. After extinguishing the candles, return to the foot of the steps, turn and “reverence” the altar, and walk to the back of the sanctuary. Wait there until after the dismissal - then you may go to the sacristy to take off the robe.

AFTER WORSHIP

1. Place the candle lighter in its proper place in the sacristy and hang the acolytes’ robe neatly on its hanger.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

GREETERS/USHERS

(Description in Signup Genius)

(Main Entrance Greeter, Sanctuary Greeters/Ushers)

****Ushers should have attended a volunteer training session**

Must arrive 30 minutes prior to service

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

Usher Guide can be found at Information Desk

This has more in depth procedures. Please make sure to review.

Greeter/Usher is very important role for ACB. Normally you are the first contact in Church. Together with the Worship Coordinator are you responsible for a smooth operation of the worship.

- In charge of exterior of church check, emergency door access/unlocking, and continual checks during service for blockage of exits (strollers, chairs, etc).
- In charge of evacuation procedures. ****Ushers should have attended a volunteer training session**
- Preparation of worship materials. (Hymnals, Bulletin placement, Signup Sheets and Guestbook)
- They should do their best to walk people to their seats and look for spills, trash, and any other potential hazards or distractions on the way.
- Attendance Count (during Children's Time)
- During time of donation/giving help pass out the plates and collect them to be counted.
- Collect/Receive Hymnals at end of service and remove the bulletins.
- Lock Emergency Exit doors at the end of service.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

TELLERS

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Description in Signup Genius)

All the donations and offerings given by the church members are well accounted for. Tellers count and record the collection before passing it to the church office.

- You will need to stay after service ends for at most 20 minutes
- Confident in handling and counting money

(Further Details)

The following is intended to aid those persons performing the telling in completing their task. Please commence the telling immediately following the service. (It's preferable that you not do this on the altar.) Both tellers should remain with the offering at all times until the task is completed. Should you have any questions, contact either the Treasurer or the Financial Secretary (at June 2008 these are Alan Benson and Elisabeth Mecking).

Preliminaries

- Two people from different families will have been chosen as worship assistants
- Get offering immediately after the postlude (do not leave offering unattended).
- Separate out any donations to the Luther Church Development Project
- Get teller sheets/change stacker (from bag which travels back and forth from church office to church)
- Enter date and names of tellers on both sheets

Tallying

The reason for the two sheets is to separate offerings for the General Operating Fund from offerings for the Luther Church Development Project. Each sheet is double-sided, so that the tellers complete the tasks in two separate countings. In this way the tellers "double-check" their own work.

Begin with the teller sheet for the **General Operating Fund**.

(1) On the front of the sheet

- Stack/count loose plate (does not include checks); enter sum on sheet (envelopes without a name or number count as loose plate)
- Put envelopes in ascending order
- Read number/name on envelope (in ascending order) and sum inside to the person recording, note amount given on outside of envelope, and remember that this is confidential
- Stack bills in denominations making sure that they are all facing the same way as required by the bank, place coins in stacker
- On sheet, record number/name on envelope and sum inside; if check, enter name and number on sheet
- Record any checks taken from loose plate with name, number and sum

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

- Add up total envelopes and checks
- Add to total loose plate to determine total offering

(2) On the back of the sheet

- Count checks
- Count coins and bills in various denominations
- Record sums on sheet
- Compare sums on both sides of the sheet; they should have the same total

Repeat steps (1) and (2) with the teller sheet for the **Luther Church Project**

Wrap up

- Place envelopes, sheets, offering in bag
- Give bag to Pastor or designated person
- If you cannot serve on the assigned Sunday, please call the church office

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

NURSERY

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Description in Signup Genius)

Children are heartily invited to participate in all of ACB Worship services. However, should their parents decide to use it, nursery care is available. It is held in the outer room to the left of the nave and a carpeted area with toys set out for children in the worship area (to the right of the nave).

- Volunteers should be at least 16 years old.
- Set up the carpet and the toys in the worship area
- Be available at least 10 minutes before the start of service in the room to the left of the nave.

(Further Details)

GUIDELINES FOR NURSERY USE

- At least one, preferably two volunteers should serve during each worship service.
- A red FIRST AID kit is located in the cupboard in the nursery.
- The volunteer should be in the nursery before the worship service begins. Parents will escort or direct their children to the nursery following Children's Time. There should be no children other than infants in the nursery prior to Children's Time.
- Parents should sign the child in at the nursery so that caregivers know his/her name and age.
- The nursery is intended for children up to age 6. Congregation members may inform parents of small children that a nursery is available, but they are not required to use it.
- Children brought in the nursery are to remain in the nursery and will not be allowed to run back and forth into worship. They may leave the nursery quietly if accompanied by a parent.
- Children should play relatively quietly in the nursery and the inner door should be closed so as not to disturb worshippers.
- Parents should provide diapers and snacks for their children if necessary.
- Parents who want to pick up their children for a communion blessing are encouraged to do so. In this case, their children should remain with them throughout the remainder of the worship service.
- It is the responsibility of the nursery volunteers to be sure that the room is left clean and in good order and that the door is closed. The children and their parents are encouraged to help in the clean-up process.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

COMMUNION PREP

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Description in Signup Genius)

Communion Prep is the person who provides the bread and the wine/juice.

- You need to arrive no later than 30 minutes before the first service begins.
- You will need to provide two loaves of bread (bought or homemade), rice crackers or gluten free bread, a bottle of half dry white wine and a single terapak of white grape juice.

(Further Details)

COMMUNION PREPARATION DUTIES

- The communion ware is stored in the sacristy room at the church entrance. The person preparing for the next service is responsible for washing the vessels and checking the supplies. A volunteer will wash the linens after each Holy Communion and will bring them to each communion service. Please bring your offering of bread, wine and juice by 10:30 on Sunday morning so that it is ready for 11:00 worship.
- Please provide baked or bought bread. A recipe can be provided if you wish to bake the bread yourself. If you are using store-bought bread that is of a harder consistency, please cut it up into small squares or cubes before bringing it to church.
- White wine and grape juice is preferable to red since it is more easily washed from the purificators. There is no historical or theological preference for red wine. If you can find white grape juice for the intinction cups, please bring that. If not, red grape juice is fine.
- The bread, pouring chalice, and four serving chalices need to be placed on the altar. The pouring chalice needs to be filled with wine. The two similar looking chalices should be left empty. The other two chalices need to be filled with grape juice.
- The two purificators (cloths for wiping the serving cups) are to be placed near the chalice. A larger linen with larger crosses embroidered on it is placed over the bread. The largest linen covers all the vessels.
- After the service, please dispose of the consecrated elements reverently. Wine should be poured on the ground; the bread should be broken and scattered on the ground for the birds rather than tossing it into the garbage. These practices are simple signs of respect for the elements.
- If you cannot serve on the assigned Sunday, please recruit your own substitute and call the church office so the bulletin can be updated.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

COMMUNION ASSISTANTS

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Further Details)

GUIDELINES FOR COMMUNION ASSISTANTS

- Please come immediately to the base of the altar after the welcome to communion. The pastor will first commune you. You may be asked to offer the sacrament to the pastor at the end. After all servers have communed, each server will be handed the chalice for intinction, a chalice and purificator, or the bread.
- The pastor and other server with the bread will stand in the middle. To their sides will be the servers with the purificators and larger cups for drinking. On the outsides will be the servers with smaller cups for intinction. A blessing for those who are not communing will be offered by the servers with the bread. A blessing as simple as "God loves you very much" is appropriate.
- If you hold the bread, you offer it to each person saying, "the body of Christ, given for you." If you hold the wine or juice, you offer the cup saying, "the Blood of Christ, shed for you." Turn and wipe the cup after each person has been served. Let the people guide the chalice to their lips; try to avoid "pouring" the wine into their mouths.
- As you need more wine, simply refill the chalice from the flagon (pitcher) on the altar.
- At the end of the distribution place the chalice and/or plate on the altar and return to the base of the altar with the others and bow. Then return to your seat.
- If you cannot serve on the assigned Sunday, please recruit your own substitute and call the church office so the bulletin can be updated.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

COFFEE HOUR

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

(Description in Signup Genius)

Coffee Hour is ACB's fellowship time. The Coffee Hour role is as extensive as you are willing to donate.

- You need to arrive no later than 30 minutes before the service begins with the coffee hour donation. Arrive an hour before service, if you choose to donate your time in addition to help make and set up the coffee, tea, juice and water station.
- Please bring enough sweet and savory snack foods (cookies or small pieces of cake, fruit, crackers) for about 150 people (about 14 dozen cookies), plus about 8 liters of juice for the children.

(Further Details)

GUIDELINES FOR COFFEE HOUR

- Coffee needs to be made in the three smaller coffee makers (5-6 tbs. coffee/10-12 cups water for each coffee maker) and put into the large thermos containers for serving. Also, the coordinators will make available the supply box, which includes coffee, tea, sugar, creamer and cups.
- Please bring enough cookies or small pieces of cake for about 150 people (about 14 dozen cookies), plus about 8 liters of juice for the children.
- Please serve as "host" at the table during coffee hour, taking care of some order on the table and replenishing items that have run out.
- Please stay till the end of coffee time and clean up coffee makers, tables and pack things away. Pack dishwasher with used cups and dishes, add dishwasher soap, and hit start. Coffee grounds can be poured around the small apple tree outside.
- If you cannot serve on the assigned Sunday, please recruit your own substitute and call the church office so the bulletin may be updated.

American Church in Berlin
Volunteer Role Descriptions & Responsibilities

Flower Donations

Reports to: Rotating Worship Coordinator - Please email (office@americanchurchberlin.de) with questions.

Many people have special days in the year which they commemorate. Flowers on the altar of the American Church in Berlin can fittingly mark the anniversary of a birth, baptism, confirmation, marriage or death, or may be used as an expression of joy of thanksgiving at any time. When you sign up for flower donations in thanksgiving or as a memorial, a special announcement printed in the Sunday leaflet.

If you would rather like to make a monetary donation for flowers, please make a bank transfer or using the church's Paypal to make your donation and email the church office.