



# FLATIRONS KIDS **CONNECTIONS**

## **JOB DESCRIPTION**

The Kids Guest Services' Team is responsible for assisting with the check-in process of all families during weekend services + are the front line of KidMin

## **ROLE'S WIN**

You win when returning families are able to check-in smoothly + every new family has an incredible first-time experience and knows what to do their next visit with us.

## **QUALIFICATIONS**

- You love God + are committed to growing in your personal relationship with Jesus
- You care about the next generation
- You completed + passed the application, background check, interview + leader agreement process

## **RESPONSIBILITIES**

- *Care for People*
  - Embody a "Be Our Guest" mentality
  - Work towards efficiency + leading families to the spaces for where their kids belong
  - Give attention to families by acknowledging kids + families
- *Know Our Processes*
  - Know the in-and-outs of the system for checking-in returning + new families
  - Follow the processes for updating information in our database if needed + document for Flatirons Kids staff
- *Follow Up*
  - When filling out the proper documentation for updated info, pass along the cards to Flatirons Kids staff
  - If issues arise with checking-in a family, or a family is frustrated, inform Flatirons Kids staff to resolve
  - Connect with a Flatirons Staff member if supplies are running low or if there are technical issues
- *Look To Improve*
  - Always look for ways to our guest experience irresistible
- *Engagement*
  - As you serve each week, look for ways to engage families + recognize them returning, especially if they are newer to Flatirons as a whole
- *Policies + Procedures*
  - Follow all policies + procedures mapped out for all NextGen volunteers
  - Must check-in every child with phone numbers + a child must receive a nametag to wear



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## **LEAD UP**

- Read the weekly communication sent by Flatirons Kids staff
- Dress appropriately for the part
- Consume snacks + drinks for kids arrive or during service
- Attend the Team Huddle with fellow Flatirons Kids volunteers at its designated time.

## **WARM UP**

- Grab your nametag + wear it
- Assess that all check-in stations are set + ready (i.e. computers are on, tags are restocked, New Family Cards are ready, etc.)
- Make sure that all of the snacks are cleaned up or put away before kids/families start arriving

## **SHOW UP**

- *Pre-Service*
  - Assist with the check-in process
  - Welcome + assist with any new families as well as giving out the New Family gift (one per family)
  - Greet people as they enter into the spaces
- *During Service*
  - Grab counts from each of the kids spaces + input the data into our database via Campus Dashboard
  - Write cards for new families as well as monthly birthday cards + give to Flatirons Kids staff
  - Check on the VIP Volunteer space + restock if needed
  - Assist with bathroom runs if necessary
- *Post-Service*
  - Assist with the check-out process (i.e. lost tags, check licenses, etc.)
  - Collect weekly offering in preschool/elementary spaces + place in purple KidMin offering pouch
  - Clean up area before leaving for the day