

Online Host Team Leader

*Created 12/02/20 GB

Reports to- The Director of Worship Arts

Hours per week- 6-8 per week

Primary Responsibilities

The Online Host Team Leader works with the Director of Worship Arts to set vision for online engagement while being the point person for online host teams for all online worship services. These services include Sunday morning, Mid-week, Holiday services and other online worship opportunities where chat and online connection are needed.

The Online Host Team Leader serves as the primary volunteer online host team recruiter, trainer, and scheduler for all online events. This position also will be asked to perform the following duties.

1. Recruit And Build Your Team

As a Host Team Leader, you will be the primary recruiter, along with other full time staff, to identify and contact potential volunteer team members who exhibit the necessary gifts outlined in the host volunteer guidelines.

2. Onboard New Volunteers

As a Host Team Leader, you'll be leading a team of volunteers that serve together each week. One of the key areas of your role will be to help new volunteers that are assigned to your service get started and successfully integrate into your team. There are five facets to this: A personal welcome, give them volunteer permissions on the site, have them watch the training video and familiarize themselves with the Host Guidelines PDF and have them shadow at least one live service before releasing them to host on their own.

3. Schedule Weekly Host Volunteers

Each week you will need to schedule up to 6 host volunteers (2 per service) on planning center in the "teams" section for that service. We ask that you schedule your teams out at least one week in advance.

4. Oversee Chat

To ensure that every guest at OSLC Online feels both welcome and safe, Host Team Leaders oversee chat and take action to safeguard it when necessary by using the mute and delete buttons when the need arises.

(This can often be handed to volunteer hosts for at least one service)

5. Care For Your Volunteers

A great leader shows their team they care by encouragement, personal interaction and prayer and these are simple, yet great ways to remind your volunteers that they are cared for and that their call matters. As a Host Team Leader, we want you to care for those God has called to volunteer in this way by regularly keeping in touch with them, praying for them and encouraging them before, during and after the services they are a part of.

6. Reinforce OSLC Culture While Encouraging Your Team

As the Online Host Team Leader, one of your goals is to continually remind your team of who OSLC is and what we are called to do: Love God, Love People and Live Like Jesus. By consistently reminding your team of the vision that drives our ministry, you'll inspire them to provide our guests with world-class customer service so their hearts will be open to the Gospel. Strive to be an example to your team by being active in chat and be an encourager in the Host Chat.