

# Usher Ministry Job Description

**Goal of Position** The purpose of this position is to provide the ministry of hospitality to members as well as visitors coming to worship at our church. The ushers' role is also to provide order and direction to those coming for worship, helping to seat them. They are also to maintain order and assist in any kind of emergency situation that may arise.

**Job Description** Ushers are often one of the first people someone new to our church may meet. It is important to come with a positive attitude and provide a smile and warm welcome to all those who arrive for worship.

Ushers should arrive at least 25 minutes before the worship service and typically stay by the sanctuary doors until about 10 minutes after worship begins to greet late comers and assist them with finding a seat.

Additionally, ushers will do the following:

- Wear a name tag that includes your first and last name
- Hand out bulletins, if available, to those who don't have one
- Answer questions if needed
- Be familiar with the different ministry leaders in your congregation so you're able to connect and introduce those who may be new to your church
- Be familiar with your building so as to direct guests appropriately. NB – video coverage!
- Be familiar with where emergency kits can be located, or a wheel chair
- Know who in your congregation has first aid or medical training and be familiar with where they generally sit.
- Be informed of any special needs prior to a service i.e.: reserved seats for those involved in the service; special handouts etc.
- Ask people if they have a preference for where they would like to sit
- Avoid seating visitors where they have to pass in front of people sitting in the aisle seat.
- Avoid drawing attention to, or embarrassing latecomers, so seat them in a nearby seat or when the congregation rises to sing.
- Be available to help the handicapped down the stairs and recruit other church members to help as required in case there is a fire or any other emergency.

**Time Required** This will vary on how many ushers you have. A schedule is made based on how many people are helping in this ministry. For example, if there are 9 ushers then they would usher once every three weeks. Having spare ushers is also very important. With having spares ushers available, the ushers can call one of them if they are unable to usher on their scheduled turn.

**Length of Commitment** There is no set length of commitment.

**Training Provided** In order to develop people in their ministry roles, the Head Usher will inform the ushers what their duties are. They will be provided with information to help assist them to know what is required of them to make the members and visitors feel welcome. They will also be given information on procedures in case of a fire.

**Benefits to this position** In your role as usher you will have opportunities to meet and connect with members of our congregation as well as those who are visiting. It will also be great to know that through your gifts you are helping others get the most out of their worship experience.

**Head Usher** In addition to the duties listed above, the Head Usher leads a team of ushers by assigning who serves from week to week, provides training and is responsible for updating any information or instructions. Additionally, it's the Head Usher's responsibility to hold people accountable to their roles and to hear any suggestions and recommendations made by team members.