

# Experience and Production Volunteer Handbook

This handbook describes the role of the Production Team and outlines expectations for Production Volunteers.

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## Our Background

“Bringing all people into the life, the family, and the purpose of God.”

Bethany Church began in 1963 in a small house in Baker, Louisiana. We are a church that is rich in Godly heritage and carries a legacy that is three generations strong. Pastor Jonathan Stockstill leads Bethany with fresh vision to see Baton Rouge and surrounding areas won for Christ and to see people’s hearts set ablaze for the Kingdom of God. With that vision in mind, we are moving full steam ahead with excitement at what God is doing through our local church.

## Our Mission and Culture

“We create experiences that connect people to the heart of God.”

The Experience and Production team is responsible for planning and executing church services and other events at Bethany Church. Examples of our responsibilities include creating runsheets, meeting all live production needs, creating special visual elements for services and events, and designing worship and social environments for each campus. Our goal is to maintain a level of excellence that honors the God we serve and that represents well the Gospel we preach.

*“A healthy culture never happens by accident;  
it is a combination of what we create and of what we allow.”  
- Craig Groeschel*

- ❖ We are team players and team builders
- ❖ We all work together with one focus. We want to be successful individually and do what it takes to help our teammates succeed.
- ❖ We think small and win big
- ❖ We have big dreams and goals for our team as we strive for excellence, but we do not overlook the small details. By tending to the small things we achieve big things.
- ❖ We dream with our hearts and think with our heads
- ❖ We never want to be satisfied with where we are as a team or as individuals. At the same time, we have to work smart and stay focused on the job in front of us.
- ❖ We learn from success and we learn from failure
- ❖ When we make mistakes, we learn from them so they are not repeated. But we don't have to make mistakes to learn! When we win as a team, we grow together and we see what we are capable of.

## Our Work

### Sunday Worship Experiences

The primary function of the Bethany Experience and Production team is planning and executing Sunday morning church services. These services occur at all of our campuses and are the highest priority to our church as they are the most attended by any group - from regularly involved church members to first time guests.

### Bethany Church Events

The Experience and Production team is involved in several events outside of our weekly Sunday morning church services. Each of these events require production volunteers. These include monthly events like Leaders Nights, holiday events like Christmas Eve services, and annual events like conferences.

### Ministries within Bethany Church

The Experience and Production team also works to meet the needs of specific ministries within the church. Collective Young Adults and Bold Youth are examples of groups that plan their own events but require our involvement.

### Team-building Events

In order to maintain the morale of our team and the quality of our work, The Bethany Experience and Production Team has a few meetings/events that allow us to socialize and discuss our

experiences. These include meetings like weekly debrief meetings at the conclusion of Sunday morning church services and Team Nights that are held periodically throughout the year.

## Organizational Structure

Teams at Bethany Church are divided into two main groups: Central Teams and Campus Teams. Volunteers on the Experience and Production team fall under the Campus Team category as their responsibilities are limited to the specific campus for which they volunteer. Campus Teams receive direction and instruction from Central Teams, who carry the responsibility for preparation and communication for all services and events at all campuses. The Central Teams are typically comprised of Bethany full-time and part-time staff members.

The head pastor, Jonathan Stockstill, leads Bethany Church as a whole. Authority is then delegated to Campus Pastors and Department Heads on the Bethany Church staff.

### Key staff:

❖ Dustin West	Experience Department Head
❖ Kamber King	Experience Department Coordinator
❖ Kayla Stanley	Team Project Manager, Logistics
❖ Maddy Abraham	Service and Event Planner
❖ Becca Shelton	Special Event Planner
❖ Brian Edwards	Lead Audio Engineer
❖ David Young	Lead Video Engineer
❖ Ryan Perkins	Volunteer Coordinator, Video Technician
❖ Chaz King	Filmmaker
❖ Kulin Robertson	Production Assistant
❖ Nicholas Kuhn	Production Assistant, Filmmaker

## How Volunteers Contribute

### Volunteer opportunities

The Experience and Production team needs volunteers primarily for the execution of Sunday morning church services at each Bethany Church campus. Volunteers assist by setting up computers and equipment for church services and performing roles on the production team.

In addition to Sunday morning church services, we frequently need volunteers for other events, for instance Bold Nights and special events like Christmas Eve services.

Some volunteers may wish to go beyond church service execution. There are other ways volunteers can assist our team - for instance being a part of planning services and events, setting up equipment and decorations prior to an event, or recruiting and training other

volunteers. To find out more about how you can be involved beyond church service execution, ask your Campus Service Producer or any of the Experience and Production staff members.

## Available Volunteer Roles

- ❖ Assistant Audio Technician
- ❖ Assistant Lighting Technician
- ❖ Assistant Producer
- ❖ Front Row Assistant
- ❖ Propresenter Operator

Specific to Baker and South Baton Rouge campuses:

- ❖ Camera Operator
- ❖ Camera Director/Technical Director

## Volunteering Outside of Production

Volunteering with the Experience and Production team does not limit you from being involved in other capacities with Bethany Church. In fact, we encourage all of our volunteers to explore additional ways they can lend their skills and their time to the church. Several of our volunteers also lead B-Groups, go on mission trips, assist in outreach projects, or volunteer with a specific ministry within the church like Collective Young Adults and Bold Youth.

## Joining the Team

### Time Commitment

Bethany Experience and Production asks its volunteers to serve on Sundays for one or two church services every other week. The number of church services worked depends on the role the volunteer is filling and where they are volunteering, as different campuses can have different Sunday morning schedules. We do understand that volunteers have personal obligations that may limit their availability, so we try to be flexible so that the volunteers' and the church's needs are met.

We encourage volunteers not to serve every Sunday or for multiple consecutive events so that they have time for themselves to attend services and receive ministry. We recommend that volunteers follow an every-other-week rotation.

### Scheduling

The Experience and Production team uses Planning Center Online (PCO) to schedule volunteers, communicate updates, and plan church services. When a volunteer joins the

Experience and Production Team, they will be asked for their email address, phone number, and availability. A PCO account will be made for the volunteer by our staff members.

Volunteers will receive an email from PCO any time they get scheduled for a church service or event. Details about upcoming church services and volunteer schedules are available at any time by logging on to PCO via their website or smartphone application.

When a volunteer request is emailed out, it is imperative that volunteers confirm or decline as soon as possible as this greatly affects the staff's ability to plan for church services and events. A volunteer that repeatedly leaves plans unconfirmed or that confirms plans and then is absent will be replaced. The success of a Sunday morning service depends on the team members being present and punctual.

We ask that volunteers keep all contact information current on PCO. Please update your information or notify staff members anytime you get a new phone number, email address, etc.

PCO has a lot of useful features. Volunteers are encouraged to spend time getting to know the system so they can make full use of the tools it provides, like song lyrics, run sheets, and our team roster for example.

## Entry Roles and Training

All production roles required for executing a church service are open to volunteers and training is available, except for a few roles that require Bethany Staff members. Common entry-level roles for volunteers are Camera Operator and Propresenter Operator. Based on the Experience and Production Team's need at a particular campus, other entry-level roles might be available, for instance an Assistant Producer, Assistant Lighting Technician, and Assistant Audio Technician. It is recommended that a volunteer attend three consecutive Sundays while training and then join the every-other-week rotation once training is completed.

Training is performed on Sundays during church services by having the trainee shadow another volunteer or the Campus Service Producer. Each production role is equipped with a checklist that serves as a guideline for training. When a new volunteer is able to perform all the tasks on the checklist on their own, they will be ready to be added to the volunteer rotation at their campus and to perform that production role solo.

## Advanced Roles and On-going Training

When a volunteer has worked in a particular role for a period of time, they might be interested in learning a new role and taking on new responsibilities - Camera Operators might want to try their hand at technical directing, Assistant Producers might want to move to Front Row Assistants, etc. Training for a new role is always available upon request and cross-training is

encouraged. The more our volunteers know and understand about executing a church service, the better our product - the live experience - can be.

## Standard Operating Procedures

### Arrival and Check-In

Bethany Experience and Production volunteers need to arrive in time for rehearsal for the event at which they are serving. You can find the rehearsal time on Planning Center or by checking with your Campus Producer. Once they arrive, volunteers should check in with their Campus Producer (or Camera Director for Camera Operators). Certain positions require preparatory work, which is why we ask volunteers to show up early. Excellence does not happen by accident; it requires the entire team to be prepared.

Volunteers should be in position and ready to perform their roles at least seven minutes before service - that is five minutes before the two-minute pre-service countdown timer.

### Preparation and Workflow

Certain positions require completion of a pre-made, routine checklist to ensure that the team is 100% prepared for the upcoming service. Please complete and submit the checklist before the first service at your campus begins.

If a volunteer is working for multiple services in a row, they are responsible for making any changes or updates to their station or their equipment between services. We encourage staff members and volunteers to take notes and make checklists for themselves before and during church services so that we can be 100% prepared for the next church service.

For campuses with more than one Sunday morning service, we recommend that volunteers serve for both services. When volunteers switch out between services, we risk making errors as the second volunteer will not be as familiar with the service flow and content. In the case that a volunteer does work only one service on a Sunday morning and then switches out with another volunteer for the remaining service(s), we ask that the first volunteer takes the time to make necessary updates and changes, and then communicates all necessary information with their replacement. Remember, we are all on the same team and we want to see the entire team succeed.

At the end of the final church service every Sunday morning, members of the Experience and Production team meet together to debrief and set goals for the next weekend or event. This helps us to maintain excellence and to build morale for our team.

# Rules and Expectations

*“...for at one time you were darkness, but now you are light in the Lord. Walk as children of light (for the fruit of light is found in all that is good and right and true), and try to discern what is pleasing to the Lord. Take no part in the unfruitful works of darkness, but instead expose them.”*  
*Ephesians 5:8-10 ESV*

## Honor Code (from the Bethany A-Team Handbook)

Bethany Church volunteers are encouraged to live a disciplined life that honors God and represents our core values. We ask that you make a commitment to:

- ❖ Pursue and grow in your love for Jesus and His church
- ❖ Have daily Bible reading and prayer
- ❖ Be a part of Christian fellowship (church services, B-Groups)
- ❖ Maintain regular church attendance
- ❖ Overcome any and all un-Christlike habits
- ❖ Mature in Christian character
- ❖ Refrain from sexual immorality (adultery, fornication, homosexuality, pornography)
- ❖ Refrain from illegal activities

## Team Excellence

We seek longevity with our volunteers, but there are conditions where a volunteer might be asked to step down from the team, for instance:

- ❖ Absenteeism/not responding to volunteer requests
- ❖ Rejecting instruction or training, resulting in repeating fixable errors
- ❖ Violations of the Bethany A-Team Honor Code

Our church services and events have high attendance and are viewed by people on television, on the internet, and across campuses. In order to maintain an excellent product, it is necessary for staff to address when a volunteer is not meeting expectations. If a volunteer fails to fulfill a role after they receive additional training or instruction, we will recommend they try a different role on the Experience and Production Team or try a role on a different volunteer team within Bethany Church.

We ask that volunteers do not bring drinks into production areas. This rule is in place to ensure that we maintain order and cleanliness in our busiest areas as well as to protect our equipment. Exceptions can be made case-by-case for water bottles/containers with lids.

- ❖ Front of House
- ❖ Video Room
- ❖ Camera Platforms

Please maintain decent appearance and hygiene while working with the Experience and Production Team.

Wear nice, comfortable clothes like you would to attend church.

If you are running a camera, please wear a black shirt and jeans or slacks. If you do not own a black shirt, please wear a solid, dark-colored shirt.

Hygiene is important as our team works in close quarters with each other. Please respect your teammates by having a “decent presence” when you are working with the team.

**Etiquette**

Please keep noise and conversation to a minimum on the intercoms. Limit intercom communication to necessary, service-related conversation only. Being on a headset is like being stuck in a small room with a bunch of people. Please keep this in mind.

Avoid talking too loud or making loud noises on the intercom - coughing, sneezing, laughing, yelling, etc.

Keep your mic turned off unless you have important information to communicate or your role requires you to have it on (for instance, Carbonite Technical Directors).

Please keep distractions to a minimum in production areas like Front of House or video rooms.

If you need to socialize or get refreshments, please take it to the A-Team area or the Lobby.

We must maintain a professional environment in production areas. At any time, we might receive updates and have to make changes to our computers or equipment.

Please keep personal items tidy and out of the way - jackets, purses, etc.

Please do not have your phone out during a service unless it is necessary for service-related work or communication. Live production requires that we pay 100% of our attention to the event so that we don't miss any cues.

Please be flexible. We plan and prepare for every church service, but details can change in an instant in live production. We have to be flexible and adapt as we receive updates and changes.

Be friendly, patient, and gracious in your speech and attitudes towards your teammates. We are all on the same team. Always be courteous to teammates and do what you can to help out.

Be a problem solver. Communicate needs, concerns, or problems clearly and concisely. Do not complain about inconvenience; look for solutions.