
PARKING LOT ATTENDANT MINISTRY DESCRIPTION

Version 1.02

The Parking Lot Attendant Ministry is set up to ensure that the entire ministry campus and property is a safe environment while people are attending worship services.

Where do worship services begin at church? Surprisingly, it actually begins in the parking lot. Each and every service, the Parking Lot Ministry Team, made up of dedicated volunteers, has the distinct opportunity to make a positive impression on our worshippers. This is the only ministry team that influences every person who drives onto our campus. To regular attendees or members, they are the first to extend a warm, friendly greeting. To guests, you are a very important first impression of our church.

Responsibilities:

1. Protecting the safety of our pedestrians. *Being aware of surroundings and reporting any suspicious activity.*
2. Managing the flow of traffic by ushering cars into spaces in a safe and feasible manner.
3. Make sure the handicapped parking areas are kept free to help vehicles with "handicapped parking permits" find their reserved spots.
4. Assist the elderly and disabled with church entry as needed. Offer to provide an umbrella escort for elderly, disabled and visitors if it's raining. Transport people on the golf cart from the far ends of lots to the church entrance (and back, after service).
5. During the service walk around the buildings and through the parking lot (including abnormal activity near rear doors) to make sure everything is safe and secure. Be consistently aware of all the surroundings on this property. *Especially help keep an eye on playground and anyone in lot that may be paying undue attention to the children.* That fence does not guarantee kids may get out or unauthorized persons from getting in.
6. Know where the entrance and check-in for Children's Ministry, Sunday School, Nursery and restrooms are so you can give directions or information concerning them. Helping visitors find best entrance or restroom will show we care about their entire experience.
7. While church is in session, continue to check the surrounding campus frequently. Also be alert of vehicles for occupants that may be suffering from health issues. Often sick members will go to their car and may reach point where need aid. Your safety, our congregation and security is a top priority.
8. For their own safety, do not let small children wander by themselves. If you see unattended children try to get a second attendant to aid you if possible.

9. If a driver ignores parking directions or acts in a manner inconsistent with dropping off a child or handicapped person, pay attention to their actions. If continues to act suspicious try to watch where they go and alert security with a physical description or even a picture using phone.
10. Watch for persons with odd size packages or items that seem abnormal. Also notice odd dress such as someone in long trench coat on a hot summer day. Use common sense and worry less about a regular attending elderly lady with box of muffins as opposed to strange man with package that could contain a rifle.
11. Anytime you note someone or something suspicious immediately alert a security staff member. Try to take notes, even a phone picture, so can be detailed when you report. It does not matter which security person, just try to be quick.
12. No vehicles are allowed to be parked along sidewalk, next to doors or near building other than to unload passengers or non suspicious packages.
13. Do not engage in an altercation or disagreement. If have any trouble, find a security personnel. If another parking lot worker is in trouble, first tendency may be to intervene but alerting security first is imperative.
14. In the event there is any type of significant altercation on campus; outside or inside building, the parking lot will have to be locked down for all but emergency personnel. Congregation members will want to leave, but if the campus becomes an active crime scene do your best to obstruct exits in a manner emergency responders can come and go as needed. Be tactful explaining to people why we need them to stay until emergency services approve leaving campus.
15. The church currently provides no regular assigned security officers in the parking lot. An unattended parking lot during a worship service is regrettably an open invitation for thieves. Parking lots attendants can be a huge deterrent to crime while also being available to direct guests who come late to services. You can pray for the families represented by each car as walk the lot. From the beginning of first service until the second service dismisses at least one parking lot volunteer should monitor the lot. If possible, two would allow a team approach and provide backup to each other.
16. **Church members and staff are praying for your ministry.** This work is just that—a ministry—The Torch prayerfully and wisely recruits lay ministers to do these tasks. Moreover, we pray weekly for you as serve God in the parking lot.
17. Please be responsible to find your own replacement if you are not available for your assigned service and let team leader or another team member know.
18. **Thanks for your willingness to serve in this ministry!** Be friendly, smile, and have a positive attitude!

The experience of visiting a church begins in the parking like. That's why greeters in a well-run parking lot are as important as greeters inside the building. Please try to be especially attentive to handicapped visitors and help them as much as possible.

Sometimes new people will pull into our parking lot then lose their nerve to go inside. A parking lot greeter can wave to people and give a warm welcome as soon as they drive up. Sometimes a friendly greeting is just what the newcomer needs to find the courage to come inside.

It is important that all teams at the church integrate with the security team so that any issue can be dealt with swiftly with least chance of tragic outcome. You are the first eyes on people entering the campus. That puts you in a unique position to either stop or reduce the impact of persons with bad intentions by being alert and getting security involved in checking out suspicious activity quickly. Any confrontation met and dealt with outside before suspicious person(s) enter the building gives the security team a huge advantage and protects the congregation.

Each week the security team has one to two team leaders assigned for the day. When the first team leader arrives he will give his cell phone number to parking staff team leader or convenient attendant. Make sure if shift personnel change between services the security team contact information is passed to new shift. It will not take long before your participation in the security method of passing pertinent information will become intuitive.

In the event of any suspicious activity or obvious issue a text or phone call will speed securities response. A picture attached to a text will be a huge help. If have to make a quick call or text for initial alert then follow it up with additional text messages containing more information with picture if appropriate and possible, information on movements of person(s) of interest or issue will greatly help security and team leader will use to dispatch and inform the security personnel best able to respond.

Parking lot greeters manage the flow of our parking lot and provide added security that will make our congregation and guests happy and safer. No job is unimportant at the church or unappreciated. Your work in the hot sun, cold of winter, rain and other is greatly appreciated by all.