

# Keystone Church

## Production Team Frequently Asked Questions

Thank you for your interest in our production team. Volunteers are our greatest resource. They make up over 95% of our production team on a Sunday morning and we could not pull off what we do on Sunday without them (you). Inside this document are answers to some of the most commonly asked questions regarding our team. This information will be invaluable to you as a member of our team.

If you have any questions about the Production Team in general, contact our Ed Young, Service Program Director. Contact information will be provided on your application. You can also call the church office and be directed accordingly.

**Q: What kind of volunteers are we looking for?**

A: Experience helps, but is not required. We are looking for people that are interested in serving the church in the production area, able to fulfill the team commitments and are willing to put in the time and effort that it takes to become proficient at a position on our team.

**Q: How do I get involved in the Production Team?**

A: The very first thing we need is for you to fill out one of our volunteer applications. It doesn't matter what kind of experience you have, all volunteers need to fill one out. Return the completed application to Ed Young, Service Program Director at [ed@keystonechurch.us](mailto:ed@keystonechurch.us) and he will call you to discuss next steps.

**Q: What kind of commitment is required of our volunteers?**

A: We ask that new members commit to serving a 3-Experience Sunday from 7:45a until 12:40p. If you are only able to commit to one experience on a Sunday, arrangements can be made. The only techs that have additional weekly tasks, are those that program for the Sunday morning elements. They are required to be at the Tuesday night rehearsal before the Sunday they are scheduled (typical rehearsal times are 6:30-8:30 p.m.). We also ask that you take some time during the week and become familiar with the Sunday morning production flow elements, if your position requires that. The production flow is found on Planning Center, which is where you would accept an assignment when invited, and view the order of service.

**Q: What is our team's mission, philosophy and responsibility?**

*A: Our Mission* – The Production Team's mission is to create excellent, fresh and relevant environments that attract and lead people into a growing relationship with Jesus Christ. We contribute to the lives of others through the gifts and experiences of our volunteers.

*Our Philosophy* – We have the opportunity and challenge to create excellent, fresh, and relevant experiences that help people connect with God, including individuals who are 'new to church' and seasoned believers. A well-executed, professional service program will help to break down walls and inspire heartfelt worship.

*Our Responsibility* – Ours is a team effort. Each individual and each piece of equipment is designed to work together to create one environment. Different roles and different gifts move us in one direction toward one goal: to effectively deliver the message without distractions and create a great worship experience. Such a venture begins with a challenge: a challenge to our weaknesses, to our creativity, to our spiritual maturity and to our unity as a team. As a production team member, your position is critical to creating that environment: one that ministers to seekers and believers alike.

**Q: How do I know when and where I am serving?**

*A:* We use a monthly production schedule that is emailed to you through Planning Center. When you are scheduled, you will be invited to accept or decline the scheduled date. If you accept, you will have access to that date's production flow.

**Q: What different production positions do you have?**

*A:* Our team is broken up into four main areas: Sound, Video/Computer Graphics, Lighting and Camera Operations.

(Descriptions of our four main areas can be explained at our initial meeting with you).

**Q: How do you communicate with the Production Team?**

*A:* Because our production team is small, at present time, most of our communication is done through email. You will be sent specific Sunday information regarding the experience order, dates you are scheduled and other information that you may need for Sunday. We encourage you to check your email frequently for current updates.

**Q: How do you train your volunteers?**

*A:* We rely heavily on our experienced volunteers to train new volunteers. You will begin your training by shadowing one of our veteran volunteers on the position you will be serving in. You will slowly start working your way into the position until you are comfortable operating it with your trainer looking on. When you feel you are ready and we feel you are ready, we will then add you to the rotation. Your training time depends on your experience level and how fast you pick it up.

We occasionally offer evening basic training sessions that are led by staff. We can also provide online tutorials to help you along.

**Q: What do I do if I get sick and cannot serve because of an emergency?**

A: Please let us know as soon as possible. All of the production positions are critical to the success of Sunday so we need to know as soon as possible. You can text or call the Service Program Director to notify them of your situation.

**We look forward to you joining the Production Team and serving in this vital and dynamic ministry at Keystone!**