

[Church Name]

Usher Job Description

Job Title: Usher

Reports To: Pastor

Position Status: Full-Time

Purpose:

The ministry of ushering is a crucial part of worship because it is one of the most visible ministries in the church. In Christ, you have received God's unconditional love, and, in Christ, you are called to extend that same unconditional love to others. Although an usher's love is no stronger than the love found in the whole congregation of the body of Christ, nevertheless the usher performs a major role in ensuring that people see and experience that love.

Job Responsibilities and Duties

The usher duties can be summed up in a few words – making people feel welcome at church, assisting Pastors and teachers with people management, assisting with seating, collecting offering, and maintaining a safe environment. The outline below shows how to perform those duties. Please review this material carefully and feel free to ask any questions and bring up issues that you feel need to be addressed.

Outside of Service:

- Regularly attend worship and bible study.
- You are expected to serve every week during your assigned month. This includes any holidays or worship services during the month that ushers are requested.
- If you are unable to attend service when scheduled as an usher, you need to find a replacement and notify your team leader.

Pre-Service:

- The team leader will coordinate the duties of the ushers.
- The team leader should also assure that any new usher on the team is comfortable with their role.
- Arrive one-half hour before the start of the service.
- Make sure that there are four offering plates on the altar.
- Two ushers will distribute the bulletins and greet worshippers making every attempt to help them feel welcome and at ease.
- If the greeters are late or not present, a third usher will serve as the greeter.
- Be available to answer questions of anyone needing assistance.

- Be alert for guests. Have them sign the guest book following the service. Encourage them to attend post-service fellowship. Try to introduce them to an existing member of the congregation.
- If someone gives you a prayer request, pass it along to an Elder or directly to the Pastor.

During the Service:

- Record worship attendance. Include all congregation in attendance, the Pastor, servers, organist, choir, nursery personnel, infants, and ushers.
- One usher will remain in the back of the church during the entire service. The remaining ushers may sit with families and/or friends.
- After the service has started, people may be ushered into church during hymns and other parts of the service when the congregation sings. If someone arrives during periods when the congregation is engaged in confession or prayer, when the Bible is being read, or when Pastor is reading the liturgy, an usher should suggest that it would be appropriate to wait a few minutes until that portion of the service is finished before entering. However, in all circumstances, at no time should a confrontation occur between an usher and a worshiper.
- Encourage people in the halls to go into the service. Intervene to minimize activities in the halls that would be disruptive to the service.

The Offering:

- Four ushers are needed for this activity. During or directly after the Offertory hymn, proceed to the back of the church.
 - Using the center aisle, there should be 2 ushers lined up on the left and 2 ushers lined up on the right.
 - Proceed towards the altar, stopping at the bottom of the steps, with the front ushers moving to the outside allowing room for the back ushers to move forward in the center.
 - Take the plates from the acolyte and bow.
 - The 2 ushers on the outside will take the respective outside aisle, and the 2 ushers in the middle will take the left and right side of the center aisle.
 - After the offerings are gathered, the 4 ushers will come down the center aisle and line up as they did to receive the offering plates. They will return the plates to the acolyte and bow.
 - To return, the outside ushers will lead the center ushers to the back of the church (Always turn inward). The ushers may return to their seats.

Communion:

- Four ushers are needed for this activity. After the [portion of service you will use as a cue] the ushers should proceed to the back of the church.
 - Using the center aisle, there should be 2 ushers lined up on the left and 2 ushers lined up on the right.
 - When the Pastor has finished receiving communion, the ushers should walk to the beginning of first pew. If there is a choir during the service, the choir will line up between the ushers on the right.
 - The back ushers job is to direct the communicants to the center aisle, beginning with the two center sections of the church in groups of 8-10 people. An effort should be made to allow family groups to commune together. The back usher should make every effort to keep a flow of people to the center aisle.
 - The front usher's job is to step aside when the communion rail on their side of the church is empty allowing the communicants to advance to the communion rail. The front usher should also count the number of people that will be taking communion. *Be aware of the need to help those that may need assistance up and down the steps.*
 - After the center aisles are complete, the back ushers should go to the first of the pews on the outside aisles and continue advancing the people to the center aisle for communion.
 - The ushers should commune with the last group. You may return to your seats.
- *Be alert for any emergency that may arise. Attempt to relieve the need or contact the person(s) needed to provide the proper assistance.*

Special Services:

- If it is a high attendance service such as Easter or Christmas Eve, have extra folding chairs in reserve outside the sanctuary. The extra chairs are located in the [extra chairs storage].
- Provide parking lot attendance and assistance when needed, especially during rainy days.
- Escort members and guests to their seats when the church is full and seating is limited with other ushers looking for open seating.

Ushering Best Practices:

Concentrate on the people. Seat the people as near the front pews as it seem appropriate. The back seats can then be filled with latecomers. If people insist on seating in certain places let them be.

Be alert to available seats and be ready to lead worshippers to the vacant seats. Approach with the phrase "May I show you to a seat?" with a smile. Never usher worshippers to their seats by waving your hands.

Do not allow worshippers to enter the church sanctuary when prayers are being said from the pulpit. Politely tell them to wait at the entrance until after the prayers are over.

Humility is key in an usher. Ushers are required to be punctual and time conscious as they are required to be at church far earlier than the rest of the congregation.

We should always offer to seat people, and while you are doing this, introduce new guests to someone and hopefully they will offer to come and sit with them. Don't just offer them a seat, but find someone that can sit with.

Once service begins, especially when Pastor is teaching, it does not matter who it is, ushers need to seat everyone. People come in and look for their friends and wander around and it is horribly distracting. Seat them. Tell them that in order to help cut down on distractions, you want to help them be seated.

Please ask guests that have children if they would like to see our nursery and take them and introduce them to the nursery staff. Let the decision to leave their children in the nursery be theirs.

DO NOT...

- Chew gum in church
- Force a hug when greeting
- Separate families when seating them
- Point when seating guests
- Raise your voice at anyone including children

Safety:

Maintaining a safe environment and maintaining control of a crowd is an important aspect of the ushering duty. Whereas, ushers are not church security, ushers should be observant of the environment and cautiously investigate suspicious behaviors. Using those cellular camera phones to record events and calling 911 can be helpful.

Ushers should insist that adults and kids maintain a proper decorum in and on the church property, including smoking, drinking, and bad behavior.

Ushers should report noteworthy incidents and accidents to the Pastor. Reportable incidents include all injuries, difficult interactions with people, and crimes. Be sure to read and understand the church safety policies and ask if you have any questions.

Evaluation and Compensation:

The usher reports to the pastor and will receive an annual performance review by the pastor as head of staff. Compensation is reviewed annually by the pastor and the church administration committee. The church administrator serves as staff liaison with the church administration committee, the human resources committee, and attends other committees as needed.

I have read and received a copy of my job description. I understand this overrides anything I have been given or told in the past. I further understand that I am expected to follow my job as outlined above, and that if I have any questions concerning what is expected of me, I will speak with my immediate supervisor identified above.

Employee

Date

Revised: _____