

CedarCreek CHAT MODERATOR Weekend Team

Mission: CedarCreek exists to introduce people to Jesus and the life-changing adventure with him.

Vision: To create communities where everyone knows that they matter.

Strategy: How do we help people know they matter and experience life change? The spiritual journey and the primary ways we offer a next step:

- Know God - Weekend Services
- Find Freedom - Groups
- Discover Purpose - GrowthTrack
- Make a Difference - DreamTeam

(Chat Moderator) TEAM'S GUIDING SCRIPTURE

- *John 15:23 ESV "This is my commandment, that you love one another as I have loved you."*

OUR TEAM ROLE:

The way the {Chat Moderator team} makes a difference is by cheerfully and knowledgeably providing information to meet guest needs, primarily on how to take a next step.

- Chat moderators engage with guests during the CedarCreek weekend service on all of our platforms. (CedarCreek.tv, Facebook, YouTube)
- Moderators cultivate and protect a warm and welcoming space for people to take their next steps in their spiritual journeys through the weekend experience.
- They help make a great impression online to first time guests, returning guests, and people who call CedarCreek home.
- They answer questions, post helpful links, reiterate main points, and seek to reinforce the message during the service.

HOW DO WE DO THIS:

Personalize the GUEST acronym for your team

Example (Guest Services): We let the G.U.E.S.T. principles guide every opportunity and interaction:

- God's Heart – *we want every person on the chat to know they matter to God and to us.*
- Upbeat – *we are fun, positive people who encourage others and promote church unity.*
- Excellence – *our attention to grammar, spelling, and timeliness in responding shows our guests that we care.*
- Seize Wow Opportunities – *make their experience something they can't wait to share with others.*
- Take a Next Step – *we are always looking for opportunities to help guests take a next step online.*

SCHEDULE

- This team currently serves Saturdays during the 5pm and 7pm services & at the 9am, 11am, and 1pm Sunday services.
- Please arrive at least 15 minutes prior to your scheduled service.

- Please make sure you have already read the Moderator best practice guide provided to you, as well as important information pertaining to your particular weekend
- If you schedule changes, please communicate with us through planning center so we can schedule a substitution.

TEAM RESULTS

- Guests that join your chatroom are shown how much they matter to God and how much they matter to us.

HOW TO JOIN THE TEAM

- Complete GrowthTrack
- Complete DreamTeam Member Application
- Complete DreamTeam member Interview
- Read through Moderator Best Practices
- Join the team!