

## Onboarding a New Team Member

On-boarding a new team member is such a great opportunity for you to serve them well. They may have questions or concerns as they begin to serve. That's okay. This will help guide you in this process.

- You will receive, via email, your new team member's name and contact information.
- Add them to your team roster in CCB. They need to be added in two places. First, in the groups side under your specific team. Second, on the scheduling side under your team.
- Contact the new team member within 3 days of receiving their information and introduce yourself as their team lead and direct contact person. Welcome them to the team.
- In your email you will confirm their serving shift and time. You will also set up their first serving shift. Explain that the first serving shift will be longer than normal to go over onboarding.
- Plan to serve alongside your new team member for their first serving shift.
- Have them meet you 10 minutes before prayer huddle to say hi and get them their t-shirt and name tag.
- Show them where to put their name tag, coat, purse, ect.
- Introduce them as a new team member in huddle.
- Introduce them to fellow team members on your team.
- As you serve together, share team specific tasks.
- When your shift is over, spend 10-15 minutes reviewing team member pledge ([link](#)), explain CCB and accepting serving requests ([link](#)), ask for any feedback and answer any questions.
- Send out a thank you note, thanking them for serving on your team. You can get these from your Director or Coach and they will postmark it for you.