

# Zion Christian Ministries

## Volunteer Standard of Service (Public Version)

*A simple guide to serving with excellence at ZCM.*

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### Our Mission

At Zion, we serve with **excellence, accountability, and unity**. Every volunteer helps create a warm, worshipful environment that blesses our church family and honors God.

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## 1. Scheduling & Planning Center

To keep our Sundays running smoothly:

- Planning Center is how we schedule all volunteers.
  - You'll receive the schedule **every quarter** (every 3 months).
  - Please respond to invitations within **7 days**.
  - If you accept a date, please honor that commitment unless something urgent happens.
  - If you need to decline, **let your ministry leader know first** so we can plan ahead.
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## 2. Attendance & Reliability

We value your time and commitment. To stay consistent across all ministries:

- If you decline **three times without communication**, we'll pause your scheduling.
- If you accept a date but **miss twice without notice**, you'll be moved to Inactive Status.
- If we don't hear from you or see activity for **six months**, we'll remove you from rotation until P2P training is completed.

We understand life happens—just keep us informed.

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### 3. Serving on More Than One Ministry

You are welcome to serve in more than one area at Zion, but:

- You can't serve on **multiple ministries at the same time** on the same Sunday.
- The ministry you **accepted first** takes priority.

This helps prevent schedule conflicts and ensures every area is covered.

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### 4. How We Serve (Culture & Conduct)

We want serving to feel joyful, organized, and spiritually meaningful. We ask all volunteers to:

- Arrive **15 minutes early** to prepare.
  - Communicate conflicts or emergencies **as soon as possible**.
  - Serve with a **positive and unified attitude**.
  - Practice ZCM's value of "**excellence or not at all.**"
  - Respect your leaders and teammates.
  - Keep ministry conversations **confidential**.
  - Serve in a way that reflects **spiritual maturity and growth**.
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### 5. Active vs. Inactive Status

If you need a break—no problem.

- You can request to go "Inactive" at any time.
- Just share a return date when possible.
- Your leader may ask for a quick check-in or P2P review to reactivate you.

This helps us plan well and prevents burnout.

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## 6. Ongoing Review

We review and refresh this Standard of Service each year in **Leader Lab** so it stays helpful, relevant, and in line with ZCM's culture.

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## Thank You for Serving

Our church is stronger because of volunteers like you.  
Your commitment, consistency, and heart for ministry help create the atmosphere that makes Zion feel like home.