

STAFF ORIENTATION

Amazon

Use Riverside Community Church Amazon Prime account for RCC supplies orders. Be careful not to order items to deliver Friday or Saturday. Enter the campus/class (classes are the budget categories of your department) of the purchase in the “PO Number” (purchase order number) field so that the receipt notification emailed to the Bookkeeper will give direction for accounting classification. Riverside’s Amazon account is tax-exempt, so please do not use it for personal purchases.

Log in, save your password, and [bookmark the site](#) for your convenience:

Username: _____

Password: _____

Basecamp

All regularly occurring events and activities are “projects” in Basecamp. Use version Basecamp 2, please, not Basecamp 4.

After an event is finished, the project needs to be archived. Approximately 2 months before the event is to occur again, the appropriate staff person is to update the dates for the next scheduled time the event will be held, including the due dates on the to-do items within the project.

Log in, save your password, and [bookmark the site](#) for your convenience:

Username: _____

Password: _____

Brivo

Brivo is the door security system. The facilities manager maintains the system and issues a Key Fob to employees and others who are authorized. If you need access to unlock doors from inside the building, you will need to log in to Brivo On Air. If you are authorized, you may also have an App installed on your phone which will unlock doors remotely. All Key Fob requests, Brivo log-ins, and App requests are managed by the facilities manager.

Log in, save your password, and [bookmark the site](#) for your convenience:

Username: _____

Password: _____

Budget

Budgets are due mid-October for the following year. Consult the Bookkeeper and Business Administrator for this task.

C-Groups

These groups consist of Connect and Contribute Groups. C-Groups are how people connect at Riverside, so engagement in these groups is a big part of how we help people Find and Follow Jesus. They run by semester with a clear schedule of leader orientation, training, communication, registration, and implementation of the groups. You will likely lead one or more of these groups. If you lead a ministry team, it will be a Contribute Group. If you lead one or more small groups or classes, it will be a Connect Group. You will work with the appropriate overseeing pastor and the office to be sure your group is communicated well.

The office is responsible to set up the C-groups so that they can be registered for via the website and to support the leaders with the sign-ups, materials purchasing, printing, etc.

CEC Connect

Camera & Facilities Program. If needed, you can have access to this. Consult the Facilities Director.

Credit Card

If you have an RCC credit card, turn receipts according to the process supplied by the Bookkeeper. Your work email will be set up to submit receipts to the accounting system. Confirm the address and subject-line instructions with the bookkeeper. Mark with the **name** on the credit card, the **purpose (“class” of your department budget)** of the purchase, and the **department**. If you need things in your budget tracked in more detail than the “class”, make arrangements with the bookkeeper. If the receipt is for a meeting, note the **name of the person you are meeting with**. **Please submit your marked receipts to the Bookkeeper within one week of the purchase.**

Dropbox

You will likely need to view and collaborate on some files in [Dropbox](#). Dropbox is for many of the files used for church business, etc. Space is limited in Dropbox, so use it primarily for documents rather than videos or pictures and only use it for items that need to be shared by the staff. The “RCC shared” folder is “owned” by the Office Administrator and shared with the RCC employees’ accounts.. ***Dragging a file from any Dropbox folder permanently removes it***, so please be careful not to do this. Dropbox can be installed on your computer for easier saving and access to Dropbox.

Email (Out of Office)

Use the Outlook Email server to generate Out of Office emails or to log in to your email when away from your computer or device. Log in, save your password, and [bookmark the site](#) for your convenience. (Settings Gear > Mail > Automatic Replies)

<https://outlook.office.com/>

Username: _____

Password: _____

Employee Handbook

It can be found in the [Google folder](#). (RCC-Handbook-Manual-Descriptions: Payroll policies/time sheets, etc.)

Evaluations: 3 months, 6 months, 1 year

At three months you will evaluate RCC. We value your ideas that may help us work better. At 6 months, your performance will be evaluated and again each year.

Three-Month Evaluation Date: _____

Six-Month Evaluation Date: _____

Facebook Group & Page

The group is private for RCC attendees and the page is public for the community more broadly. Note social media guidelines are in the Employee Handbook and be sure you are familiar with the goal and direction of the leadership concerning social media if you are authorized to post to any RCC account.

Google Drive

The Google account for office@riversideconnect.org has many pertinent files, including graphics for Sunday mornings, in its Google Drive. Additionally, there is an RCC Worship / rcc.arts.avl@gmail.com account that primarily holds streaming related files. The office manager has the log-in and ability to share items in the office account and the creative arts director has the log-in and ability to share items in the arts account.

GroupMe

This is an app we use for group texting. Download the app on your phone and sign up through your Facebook account or make a new account. You can text without giving away your phone number and be included in Group ministry texts. This can help keep your text messages for personal use and your GroupMe messages for work. You can open the messages up [on your computer](#) as well.

Housing Allowance

If you are eligible for a housing allowance, the Business Administrator or Bookkeeper can help you.

Keys (Boxes @ All Campuses)

The key fob you received is for the exterior doors at the Oakmont campus (we also refer to this building as “401”), the Parkside campus (office/student building), and the Mills campus internal entrance (Note the outer mall can only be accessed during mall hours or by special arrangement with the mall office). There is a master key box at each building for various keys that may be needed. This is most often needed at the Mills. There is a key code spreadsheet in each box for use if you need help finding a key. If you need a key beyond a quick single-use, request one formally. **Do not remove the Key Tag from the box.**

Laptop

Your password may be set by the business administrator or by you. Please provide the business administrator with your password in the event of an emergency. If you have a laptop, you may take it with you for use. See the handbook for more guidelines on laptop use.

Library

RCC will pay for books you use as a part of the staff (up to a certain amount). If you are pastoral staff, you will be given a budget for your study library. There is more information in the Employee Handbook or you can see the Business Administrator or Bookkeeper.

Mandated Reporter

The church manual details our policy for working with children. Additionally, please complete mandated reporter training. [You can schedule an online training here.](#)

Mail-Slot

You have a physical mail slot in the office at Parkside. Please check it regularly. You will also use the mailboxes of others to turn in things like receipts and reimbursement requests, timesheets, etc. These will all go to the Bookkeeper.

Membership/Tithing

RCC membership is required of the church staff. Membership including the requirement of members to tithe is reviewed regularly.

Mileage & Phone

Certain staff members qualify for mileage and phone reimbursements. The Business Administrator or Bookkeeper can help you or you will find more information in the Employee Handbook.

Ministry Works

This site is used to access digital and PDF versions of our paystubs. Log in, save your password, and [bookmark the site](#) for your convenience:

Username: _____

Password: _____

Office Suite

Microsoft Office is used primarily. Contact the Business Administrator for registration credentials. Some staff may use Pages, Numbers, and other Apple products. Most of the staff use Apple computers, but keep in mind many of the people you may send files to will not be using Apple products (don't send Pages or Numbers files if you need PC using co-workers or colleagues outside of RCC to be able to open).

Passwords

See the office if you have a question about passwords. **Use strong passwords and do not pass them out.**

Phone Extension/Message

The office is responsible to maintain the church's primary voice message and voice mail. The process for cancellations due to inclement weather or holidays is posted at the office desk and saved electronically. Cancellations due to weather can also be announced on the App and the website. When the office is closed, voice mail should be checked once per day in case of an emergency need or funeral. Each staff member has a personal voicemail box tied to your extension number. Be sure to electronically create a name, a 'not available' greeting, and 'out of office' greeting. Turn on the 'out of the office' greeting when you are away.

Planning Center Online (PCO, Planning Center)

Planning Center is our primary ministry technology. The modules we make use of at RCC are detailed below. For general learning, you can access [Planning Center University](#) to learn the basics of the different modules. In Google Docs, you will find a Planning Center Procedures document that includes RCC specific procedures and special links. Your login will be the same no matter what module you are using. Your access and permissions will be based upon your role. You can navigate to any module for which you have permissions from the home page OR any other module in PCO. Here is a link to the [Planning Center Online home page](#).

Username: _____

Password: _____

Planning Center - Calendar

Riverside uses the [calendar module](#) of Planning Center for the “internal” and “external” planning of events, facilities use, vacations, etc. The main menu includes: Events, Rooms, Resource, and People.

Planning Center – Check-ins

PCO [Check-ins](#) is used for attendance for adults, students, and children. There are check-in stations with printers in the kids areas, stations without printers at the student ministry lobby, and roster check-in stations set up on the phones of various staff and volunteers. The main menu includes: Events, Stations, Labels, and People.

Planning Center – Giving

Contributions are tracked through [Planning Center Giving](#). Online giving is set up through PCO Giving and cash and check giving is manually entered and tracked in the Giving module. Only finance employees will have access to this module. The main menu includes: Donations, Batches, Manage, and People.

Planning Center – Groups

Connect Groups, Contribute Groups, unlisted volunteer and staff groups (like the Board and RCC Staff) are administrated in the [Groups PCO module](#). The main menu includes: Groups and People.

Planning Center - People

[People](#) is the core PCO module and all the other modules feed into and pull from the People database. The main menu includes: People (people profiles), Forms, Workflows, and Lists.

Planning Center – Publishing (Church Center app and website for members)

The [PCO Publishing module](#) is used to customize and organize Church Center, the outward facing module for RCC members and adherents. Other modules, such as Groups, Registrations, and Calendar publish to Church Center. The main menu includes: Pages, Sermons, People, and Customize.

Planning Center - Registrations

The [PCO Registrations module](#) is used to create sign-ups and registrations, paid and unpaid, for one-time events, trips, Next Steps, etc. It's main menu includes: Signups, Payments, and People.

Prayer Wall, Website

Prayer requests that are submitted through the website are added to the [prayer wall](#) (*prayer page of the website*) using first names only. *If requests are for attenders of RCC* and the request is personally affecting them (illness, diagnosis, family death, or serious issue), also post in **people's needs** on [Slack](#). Hospitalizations, pregnancies, and job losses of RCC congregants can also go into [Trello](#). (See details about the website, Slack, and Trello below).

Printers

Your computer is set to print to the central printer at each building. Also, you may have a desktop printer available to you. Be sure you are on the Private network at each campus to use the central printer for that campus. You can also print to the central printers at the other campus as well. The Business Administrator is your contact for IT issues. Drivers are located [here](#).

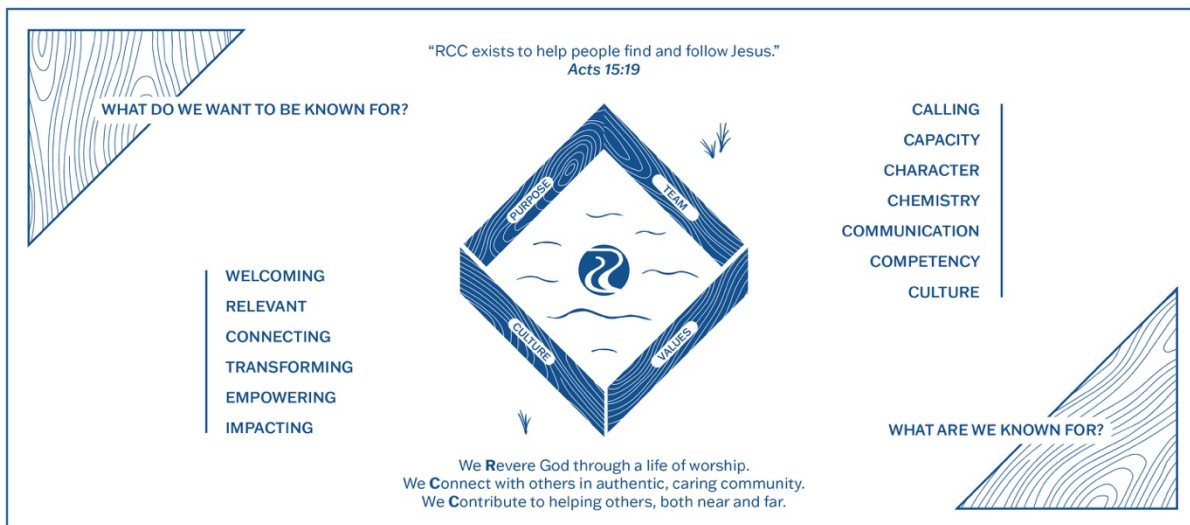
Receipts

Receipts **must** be submitted for all RCC purchases and in a timely fashion. There will be an appropriate form to turn in if you need a reimbursement. If you used an RCC credit card, follow the instructions under “Credit Card.”

Reimbursement Forms

It is required that you use forms for several items like reimbursements, etc. These can be found [here](#) (you will need to be a part of the *RCC Employees (Staff Meeting)* PCO Group. If you are making a purchase requiring the tax-exempt form, it can also be found there. Some forms are also available via Dropbox and Google Drive. There are paper copies in the top file drawer just inside the office. The forms are also in the employee handbook. You can look in Dropbox for the “Business Expense Claim Form”.

Sandbox & Core Values



Schedule

Your employment offer and supervisor should make clear to you what your schedule will be. If you are covering office hours, the office is open from 9:00 until 4:00, Monday through Thursday and you may work between 8:00 am and 5:00 pm depending on the number of hours you are authorized to work and the schedules of your coworkers. If required you must turn in a timesheet following your payroll schedule and it must be authorized for any hours worked outside of your allotted time.

Slack

Slack is used for staff communications. You will **check-in** through the day and be in other conversations pertinent to your position. You will install Slack App on your phone and your computer and receive notifications on your computer and phone as necessary. Slack.com or find it at your app store. Riversideconnect.slack.com is Riverside's Slack URL.

Subsplash App

Our [app for sermon notes](#). To edit the app, go to and log in.

Username: _____

Password: _____

Trello

Pastoral Care Needs, Attendance, and Guest information are kept in Trello. Download the app on your phone and [bookmark the website](#) for quick access.

Username: _____

Password: _____

Vendors

Vendors regularly used by RCC are in an Apple note that can be shared with you. They are also on a document in Basecamp called Office Supplies and Ordering.

Website – Clover Sites

The riversideconnect.org website is maintained from [this site](#).

Username: _____

Password: _____

What **inspired** you today as you were being oriented to the culture of RCC?

What else were you hoping to hear during this orientation that is **missing**?

What isn't **clear** or was **confusing** to you?

Trust vs. Suspicion

Find one of the teachings below and review Andy Stanley's teaching on Trust vs. Suspicion. RCC lives by these principles.

VIDEO OPTION: Andy Stanley: Trust vs Suspicion

<https://vimeo.com/36045812>

Trust Commitments:

1. When there is a gap between what I expect and what I get, I fill it with trust.
2. When I see others fill a gap with suspicion, I will come to your defense.
3. If what I see begins to erode my trust, I'll come directly to you about it.

Trustworthy Commitments:

1. I'll do what I say I'll do and when I don't, I'll tell you.
2. I commit not to overpromise and under deliver, but if I do, I will tell you. (avoid surprises)
3. If you confront me about the gaps I've created, I'm going to tell you the truth. (don't cover up mistakes)

AUDIO OPTION: Andy Stanley Leadership Podcast: Trust vs. Suspicion

<https://overcast.fm/+F018We8>

Two promises we must make to one another ...

1. I'm going to trust you.
2. I'm going to be trustworthy.

Being trustworthy is not the equivalent of being flawless in character and performance. It's not about being perfect. Being trustworthy is being worthy of trust.

"A trustworthy person addresses the gaps they have created."

Three commitments as it relates to being a trustworthy person ...

1. I commit to doing what I say I'll do and when I don't, I'll tell you. You won't hear it from anyone else before you hear it from me.
2. I commit not to overpromise and under-deliver. But if it looks like that is the way things are headed, I'll tell you. (Avoid surprises)
3. If you confront me about the gaps I've created, I'll tell you the truth. (Don't cover up mistakes)

ASSESSMENTS

1. Core Values Assessment

<https://members.taylorprotocols.com/Tools/CVIGift.aspx?GiftHash=a6d9f914-5adb-1030-aa1a-adf0ab89abbd>

2. Enneagram Type Assessment

<https://personalitypath.com/enneagram/what-is-enneagram/>

3. Evangelism Styles Assessment

<https://docs.google.com/forms/d/e/1FAIpQLSc3Pa5AGaUKiZ6x3lvV2UEfriVjVHKDlvr0zTMee8OUNW7pYA/viewform>

4. Introvert/Extrovert Spectrum Assessment

https://docs.google.com/forms/d/e/1FAIpQLSfvxtxIPym4EBn_CISRRSZO9MaG1IMk-XzSahDj9mrNXLjOLA/viewform

5. Myers-Briggs

<https://www.16personalities.com/free-personality-test>

6. Sacred Pathways Inventory

<https://docs.google.com/forms/d/e/1FAIpQLSdgGcOR78MRISbaLZ7wWLmPopX64iY69-3nBp-WP1a0ikYC5A/viewform>

7. Smalley/Trent Personality Inventory

https://docs.google.com/forms/d/e/1FAIpQLSd1teQ9TS57Cor2UWW8tLYI_4tFmDqZzS_DFLxcM4K5MIBEQQ/viewform

8. Spiritual Gifts Inventory

<https://docs.google.com/forms/d/e/1FAIpQLSew5HYY-RtLzOr2dXrWiDitfRuueohAqc6yVNnrPEvEtJzXPQ/viewform>

9. VARK Assessment

<http://vark-learn.com/the-vark-questionnaire/>

All of these assessments can be found here: <https://www.essentialleadershipapps.com/wired.html>