

# PERSONNEL CONTACT

JOB DESCRIPTION

**SECTION:** SUPPORT

**OVERSEEN BY:** PERSONNEL DESK

**ENROLLMENT:** ENROLLED VOLUNTEER

**OVERSEES:** PERSONNEL CONTACT SUPPORT

## QUALIFICATIONS

- One who maintains a good spiritual routine, displays spiritual qualities when working with others, and cooperates with theocratic direction.—Isa. 6:8; Matt. 6:33; Gal. 5:22, 23; Phil. 1:10; Heb. 13:17; Jas. 3:17.
- One who is capable of using the various electronic tools used by the LDC Office to accomplish work (e.g., HuB, JW Hub, Microsoft 365, Builder Assistant), and is reasonably able to assist others in using these tools.
- One who serves as an elder, provides skillful direction to volunteers, works for the good of the whole project, and motivates others to do good work and reach out to take on greater responsibilities.—Neh. 2:13,18; Prov. 1:5; Phil. 2:4; Titus 1:7-9.
- One who is organized, willing to work an adjusted workload when needed, and mindful of providing a service.—Matt. 20:26; Rom. 12:11.

## OVERVIEW

A personnel contact assists with staffing in his assigned region, large project, or event. In a region, he serves as the direct contact for the field representative, maintenance trainers, Assembly Hall overseers, and Construction Group overseer on staffing matters. On a large project or event, he works directly with project oversight. A personnel contact may delegate some tasks to the personnel assistant contact or personnel contact support.

## RESPONSIBILITIES INCLUDE

### PERSONNEL SUPPORT

- Supporting the Construction Group overseer and field representative to identify prospective trade team overseers, trade crew overseers, assistants, and crew members
- Supporting maintenance trainers and Assembly Hall overseers when requested to identify skilled volunteers to help with repairs, maintenance, and minor renovation projects
- Arranging screenings and interviews to verify applicant skills
- Overseeing, training, and assigning personnel contact support to major and minor projects
- Verifying annual oversight assessments are completed at the beginning of each service year for all trade team overseers and assistants listed in Builder Assistant under the "Oversight Assessment: Trade Overseer" role
- Verifying annual oversight assessments are completed at the beginning of each service year for all trade crew overseers and assistants listed in Builder Assistant under the "Oversight Assessment: Crew Leader" role
- Reviewing oversight assessments for the past 12 months, focusing on those who may qualify for additional responsibility or those who no longer qualify
- Verifying that trade team ratios are adequate for project events
- Ensuring that helpers and unskilled volunteers are invited on a rotation and that skill assessments are performed

## **COMMUNICATION AND COORDINATION**

- Creating events and ensuring the project roster is populated with volunteers assigned to the trade crews scheduled for the project
- Verifying that project volunteers have the necessary safety training
- Identifying and encouraging the use of younger ones on projects
- Verifying volunteers requiring housing meet eligibility requirements
- Working with the housing contact to verify rooming availability and facilitating the request
- Requesting additional personnel contact support through the Personnel Desk
- Verifying that trade crew Builder Assistant groups are current

## **DISASTER RELIEF**

- A personnel contact may be assigned to a disaster relief organization or committee to assist with personnel needs