

# FamilySearch Mission

## Requirements and Expectations

### Thank you for your interest in a FamilySearch Support Mission!

A FamilySearch Support mission is a part-time Church-service mission which you do at home on your phone and computer. You do not need to be a family history expert to serve in FamilySearch Support, though some experience is helpful and computer skills are required.

#### FamilySearch Missionaries:

1. Use telephone, email, and chat computer programs to help patrons find answers to their family history questions.
2. Toggle between different computer programs while talking on the telephone.
3. Access a large information storage system to provide consistent and accurate answers to each patron.
4. Participate in weekly meetings held using conference calls.

#### Time Commitment:

You will generally be asked to serve a minimum of 12 months, and an average of 15 hours per week, based on your location and circumstances. You will work with your mission leaders to arrange a weekly schedule that you can commit to. Your shifts will typically be **2- to 4-hour** blocks of time several days a week.

#### Make a Schedule:

After your initial training, you will be asked to provide a schedule with the specific hours you can commit to serving your mission each week. Service hours are reported in Mountain Standard Time (MST). Take some time to consider your mission schedule.

#### Parameters:

15 hours per week

2 hour shift minimum

4 hour shift maximum

Between 6 a.m. and 10 p.m. (MST)

Any day of the week

Shifts can be split the on same day

**Keep in mind, there are some team meetings scheduled each week which you are expected to attend, along with your shift.**

Example:

SUN	MON	TUE	WED	THU	FRI	SAT
	3:00 p.m.– 5:00 p.m.		8:00 a.m.– 10:00 a.m.	8:00 a.m.– 12:00 p.m. and 6:00 p.m.– 10:00 p.m.		9:00 a.m.– 12:00 p.m.

### Training Expectations:

You will receive training to help you learn the computer programs, the processes, and the procedures you will use for this calling. Your training over the first month may take up to 5 hours per day, depending on your personal experience with family history and your comfort level with computers.

The training consists of:

- Self-paced online courses
- Live web-based conference calls
- Written instructions and handouts
- Individual and group practice meetings
- One-on-one mentoring with training assistants

### Physical Requirements:

Although this mission is not rigorous, you need to be able to:

- Sit and use the computer for at least 2 hours at a time.
- Clearly hear and understand patrons over the telephone.
- Read small to medium font size on a computer screen.
- Use a computer keyboard to write formal responses on behalf of the Church.
- Exercise patience and professionalism when dealing with difficult people, ambiguity, and change.

### Minimum Computer Requirements:

#### PC

- Microsoft Windows 7 or 8 only, no Vista, XP or old “upgraded” machines
- 4 GB RAM
- 1024x768 screen resolution (XGA)
- 20 GB of free hard drive space
- 2.0 mbps Internet speed

#### Mac

- 4 GB RAM
- 20 GB of free hard drive space
- 2.0 mbps Internet speed

You will be contacted by a missionary who will assess your computer and install the necessary programs. If your computer is not adequate, you may be asked to have it serviced by professionals and re-evaluated.

### Computer Programs:

**eLearning**—An online learning platform with self-paced lessons.

**Email**—Receive and answer patron questions by email as well as communicate with missionaries and mission leadership.

(You will need to have an email account for your personal use. If you do not already have one, you will need to create one. Your email address will be used in setting up many of the tools needed in the mission and must remain consistent.)

**inContact**—A computer system that enables you to interact with patrons by phone using a computer program.



**Salesforce**—An information management system that keeps a record of a patron’s contact details and answers to the patron’s questions.

**Skype**—An instant messaging system used for internal communications.

### Telephone Requirements:

You will need to provide a quiet atmosphere where you can hear and communicate clearly, without interruptions. Having your hands free to use the computer will enable you to work efficiently.

We recommend the following setup where possible:

- A phone connection in your home to receive calls.
- A headset with a noise canceling microphone that connects to your phone or computer, or a phone of sufficient sound quality that can be used hands free.

**Note:** Before making expensive purchases, speak with your trainers about options (there are many ways to provide the needed telephone requirements; some are less expensive than others).



### Computer Skills

It will be helpful if you already possess the following:

- The ability to communicate by email, including how to handle attachments.
- The ability to comfortably use the Internet, including multiple browsers.
- The ability to copy and paste information from one place to another.
- The ability to navigate between multiple open computer windows.

**Note:** Missionaries work with **multiple** programs or open windows at the same time during calls and chats.