

Volunteer Position Descriptions

Thank you for volunteering for the biggest event in our program year! Your enthusiasm and energy will make the conference a smashing success! The following overview is intended to educate volunteers about various volunteer tasks related to the conference. More detail is always available but this will give you an idea of the basic tasks.

Volunteer Training

1. **Attend the orientation on Thursday, February 22nd at the Oregon Convention Center, Room E141, 6:00 – 8:00 pm.** If you are not able to attend, please contact one of the Volunteer Contacts (info below) as soon as you know.
2. The orientation is expected to last approximately 2 hours. These 2 hours count toward the 6 hours needed for the \$50 discount off the conference registration fee.
3. The volunteer training will include a review of the schedule, overview of all tasks and a tour of all the conference space and functions. Light refreshments will be served.

Volunteer Positions

Pre and Post Conference

RFP Reviewers

1. The conference RFP committee will need assistance pre-screening all of the RFP's that come in from potential presenters.
2. The RFP reviewers will first check each RFP packet for completeness and will set aside those who have not included everything required.
3. The RFP reviewers will add their feedback to each of the RFP packets regarding the content, the presenter, the learning level and the appropriate training track or tracks.

Packet Stuffing

1. The packets that each participant will receive upon check-in will be prepared on Thursday February 22nd at the Oregon Convention Center, Room E142. The packet stuffing is expected to last approximately 2 – 3 hours, from 6 – 9 pm, depending upon the amount of material to process and the number of volunteers.
2. The packet will consist of a large bag with the ASTD logo, an embossed padfolio with paper and pen, various speaker / sponsor flyers, pens, pads, etc.
3. The bags will need to be stuffed and packaged in boxes for transport to the exhibit hall on the day of the conference.
4. Light refreshments will be served.

Evaluation Analysis

1. This volunteer would be responsible for designing the online evaluations for all user groups (participants, exhibitors, sponsors, speakers, etc.) based on current leading edge evaluation protocols.
2. Analysis and narrative summary and report would also be required.

Conference

General Reminder for all Conference Volunteers

1. All volunteers present at the conference are goodwill ambassadors for the conference and are representatives of the Cascadia Chapter of ASTD. As part of your job, you will need to be able to do the following:
2. Act as a guide at the conference by directing people to the different areas of the conference (general session, breakouts, food, restrooms, exhibits, etc), have access to the conference schedule and be willing and able to answer questions from participants, know how to find the Business Manager, Conference Chair or Volunteer Coordinators for any issues.
3. Greet and be welcoming and helpful to all participants that approach you.
4. Dress professionally...wear comfortable shoes!

Set Up – Exhibit Hall

1. The exhibit hall and breakout rooms will need to be prepared before exhibitors and registrants arrive on Tuesday afternoon.
2. All functions related to the exhibit hall will be under the direction of the Chapter Business Manager.
3. Staff at the OCC will set up the exhibit area as well as our registration and membership areas. We will need to confirm that wifi, power, tables, chairs, booths, signage are present and set up appropriately.
4. The participant packets will need to be set up in their boxes and nametags will need to be assembled alphabetically and laid out on the tables. Double check the registration list to confirm that all pre-registered nametags are accounted for.
5. The on-site registration table will need to be set up with computer and printer as well as participant packets. Confirm power. Test computer and printer. Do sample participant.
6. Other tasks as assigned by the Business Manager and/or Conference Chair.

Set Up – Keynote and Breakout Rooms

1. Confirm that requested audiovisual equipment is in each of the rooms (mics. Projector, screen, etc). Consult equipment list.
2. Confirm that speaker aids and tools are present in the room (podium, table, easel, white board, etc). Consult equipment list received from Business Manager
3. Confirm room set up according to expectations.
4. Work with OCC to resolve any discrepancies.

Check In for People Who Pre-Registered

1. Registrars are our first impression. Provide great customer service by being friendly, helpful and efficient.
2. Hand out the participant bag and nametag to each person who has pre-registered. Indicate where the program guide is located in the bag and that it has a diagram of the exhibit hall and presentation rooms.
3. Let registrants know that there will be displays and directional signs through the conference area showing where the exhibit hall, general session and breakout rooms are located.
4. A diagram of the exhibit hall is included in the program guide as well.
5. Check that person off the registration list.
6. Note any substitutions.
7. Send anyone with questions or discrepancies to the on-site registration table.

On-Site Registration

1. Registrars are our first impression. Provide great customer service by being friendly, helpful and efficient.
2. Take registrant and payment information for anyone who hasn't registered. Credit cards information will be taken using a paper slip and an imprint machine and will be processed at a later date by the Business Manager. The on-site registrant will receive a copy of the credit card receipt or a paper receipt if paying by check.
3. To facilitate information processing, the on-site registrant will either complete a brief form (name, address, email, etc) or provide a business card that will be paper clipped to their payment information.
4. Hand out participant bag.
5. Produce personalized nametag using Word and a laser printer.

Volunteer Check In

1. Find name on general volunteer list.
2. Have volunteer sign off as checking in.
3. Have volunteer return and sign off as checking out.
4. Remind the volunteer that they need to check in and check out for each shift in order for their 6 hours to be tabulated. The 6 hours timeframe is tied to receiving the \$50 discount after the conference.

Speaker Check In

1. The volunteer is our first impression. Provide customer service by being friendly, helpful and efficient.
2. Check off each speaker on master list.
3. Provide them an OCC map and other information related to their specific presentation (will already prepared specifically for each presenter).
4. Advise them of who their "lead" volunteer is and explain what that means. The lead volunteer will coordinate the presentation and other volunteers to assist with whatever needs arise, including AV, equipment.
5. A member of the Chapter Board of Directors will provide the introduction for each speaker.
6. If possible, summon the lead volunteer to escort the speaker to their presentation room.
7. If the lead volunteer is not available, direct them to their presentation room.

Greeter

1. Stand outside ballrooms and direct people to their destinations during the busy times and especially at the beginning of the conference Tuesday.

General Assistant

1. Both the Business Manager and the VP of the Conference may have various tasks throughout the conference that need to be performed and they can't always leave a particular area to attend to the task.
2. Possible tasks include providing information to exhibitors, working with the OCC to make sure equipment and food is set up per the contract, checking in with the bookstore, etc.

Membership—for ASTD Board only

1. Staff the Chapter membership booth.
2. Be prepared to discuss the various benefits and programs provided by the chapter.
3. Process new members (forms provided) and accept payment.

Photography

1. Move about the conference or exhibit hall and take photos of all activities, both individual and group.
2. Be able to check with the Business Manager or Conference Chair about specific photo opportunities.
3. Must have photographic experience and experience using a digital camera.
4. Must be willing to provide their own digital camera and memory card.
5. Must be willing to burn a CD of all the photos taken and send it via mail to the ASTD office within 2 weeks of the conference. The CD must be Windows compatible.

Breakout Session Lead

The lead volunteer must arrive before all the other breakout session volunteers and ensure that the speaker is on site. Arrive at least one half early before the specific session starts, preferably sooner.

- This person is responsible for knowing what equipment is needed in each room and ensuring that it's set up and working properly. Refer to the equipment list.
- If possible, meet up with speaker at the speaker check in table and escort them to their presentation room.
- The leads will be provided with specific information at the conference on how to contact the OCC, Business Manager and Conference Chair as well as the names of the other volunteers, equipment needs, etc to help resolve any issues.

This person must be familiar with and have working knowledge of AV equipments (mics, mixers, laptop connections, PPT, projectors, etc.)

- Know the set up of the room and the AV needs of the speaker. Know the limitation to the room set up and the AV availability.
- All rooms will be set up exactly the same way and time constraints do not allow speakers to re-configure the room.
- Equipment cannot be added at the last minute so the lead may need to help the speakers understand this constraint. Speakers have already been advised of this.

Coordinate the efforts of the other 2 volunteers associated with each breakout session. Work with the other volunteers to be sure the speaker is ready and start and end on time. Resolve any issues that come up or call for assistance.

- Each breakout session has a lead, a board member, general assistant. Introduce the speaker and the volunteers to each other.
- Problem solve issues related to missing volunteers, AV problems, room setup, etc. Be the contact person for the speaker.

Once a room is full, you will need to post a "workshop is full" sign on the door. We are not allowed to exceed capacity for the number of chairs set in the room. You will have to gently but firmly keep people from disrupting the session by entering after the program has started.

Breakout Session - Board Member

1. A representative from the Chapter board of directors will provide intros for all presenters.
2. The board member will be present during the entire presentation and can help with any problem solving.
3. Board members will also support the membership table and any other area where leadership is asked for.

Breakout Session – General Assistant

1. This volunteer is available to find the OCC person, run to pick up something requested by the speaker and generally be ready to "go and obtain" as directed.
2. The lead can provide information of who and what in terms of where to go and what to do.
3. Assist the lead and ASTD board member as needed.

Keynote Speakers Assistant

1. Arrive a half hour early for each keynote session.
2. This volunteer will work with the two members of the conference committee responsible for taking care of the two keynote speakers. Please introduce yourself to Chris Cartwright (conference committee member responsible for Jean Lipman-Blumen and Marc Rosenberg) or Doug Dale (conference committee member responsible for Janet Bennett).
3. Must be available for the entire presentation for any problem solving.
4. This volunteer may need to review equipment needs and make sure everything's working and may have to interact with the OCC for any problem solving.
5. Confirm with the speaker that everything is set up as needed. Equipment list will be provided.
6. Work with OCC staff to resolve any issues.

Closers

1. The conference committee will need assistance in the presentation areas as well as in the exhibit hall to box up and remove Chapter items and materials.
2. This volunteer should be physically healthy with no back problems and be willing to lift at least 15 or more lbs as well as work with others to move bulky items.

Volunteer Contacts

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