



July 19–21 2022

NACCHO 360 Conference Volunteer Job Descriptions

Volunteers play a significant role in making sure the NACCHO 360 Conference runs smoothly. We have a variety of volunteer opportunities, each with varying responsibilities and benefits. The different roles are described here, along with some general volunteer requirements. ***Over 12 hours of assigned volunteer shifts throughout the three days of the conference (July 19, 20, 21) is required for complimentary volunteer registration.***

If you are interested in volunteering at the NACCHO 360 Conference, please read the job descriptions and then complete the volunteer application form. The information on the form will help us to schedule volunteers in the jobs they are most suited to assist with and where their skills will be used most effectively. Please note that applying to volunteer does not guarantee a job assignment; you will be assigned to roles based on conference needs.

General Volunteer Responsibilities

Specific duties will vary depending on which volunteer job you are assigned, but all volunteers will be asked to:

- Have your Conference App set up successfully on your device
- Have Teams Chat set up on your device to communicate in group chats (NACCHO will assist with setting this up with you)
- Know the key locations of conference events (ballroom, exhibit hall, breakout session rooms) and be able to direct attendees as needed
- Have the contact information handy for Conference Team and NACCHO staff if issues should arise
- Wear a NACCHO “Volunteer” lanyard identifying themselves as volunteers
- Ensuring attendees are following Health and Safety policy (actively wearing masks)
- Answer questions in a helpful and friendly way

Specific Volunteer Roles

Room Monitor

Description

Room Monitors will staff breakout session rooms and ensure that everything runs smoothly for attendees of the breakout session. Specific duties include but are not limited to:

- Arriving to your session room 30 minutes in advance
- Using the app /website to verify the most current schedule and session location
- Liaising with onsite staff regarding any needs in the room (lighting, temperature, room setup)
- Greeting attendees upon arrival to room

- Proactively notifying onsite staff if sessions will exceed room capacity due to social distancing, so that attendees can be directed to other sessions
- Ensuring all attendees are seated in chairs and not on the floor
- Supporting the speaker and session monitor to ensure they have everything they need
- Addressing any needs that come up in the breakout session room around attendees
- Ensuring attendees are following Health & Safety policy (actively wearing masks)
- Other related duties as required

Shifts

Room monitors' shifts vary by day, times will be determined closer to the conference. As a room monitor you will be assigned to a room for each session, and you will need to stay in the room for the whole breakout session. Room monitors will be able to attend the keynote address and the closing plenary on the day of their volunteer shift. Because room monitors will be scheduled for specific rooms, you will not be able to select all your breakout sessions. However, we will be sure to create a schedule that allows you to attend at least one of your preferred sessions.

Requirements

Because we count on room monitors to make sure that everything runs smoothly during breakout sessions, ***we need room monitors to be comfortable being assertive in providing instruction and ensuring attendees are adhering to mask requirements during sessions.*** Monitors will be provided online information packets that they are expected to become familiar with as well as necessary speaker management contact information.

Session Monitor

Description

Session Monitor will serve as representatives of NACCHO in breakout session rooms and ensure speakers/moderators have an issue-free experience. Specific duties include but are not limited to:

- Arriving to your session room 30 = minutes in advance
- Using the app /website to verify the most current schedule and session location
- Liaising with Speaker Management and AV on any needs in the room and to ensure a smooth presentation
- Greeting speakers upon arrival to room
- Introducing the speaker/speakers
- Holding up timecards
- Facilitating question and answer portions of presentations as needed
- Closing the session/thank attendees
- Advising of end of conference evaluation
- Other related duties as required

Shifts/Requirements

Moderators are typically NACCHO board/former board members, staff, or others with a strong connection to and familiarity with local public health. ***Session Monitors may be asked to moderate any session where a fill-in moderator may become necessary.*** Monitors will be provided online information packets that they are expected to become familiar with as well as necessary speaker management contact information.

Registration Assistant

Description

As a registration volunteer, you will likely be attendees' first point of contact at the NACCHO 360 Conference. Your job will be to greet attendees as they approach registration, direct them on name badge retrieval, assist with any troubleshooting with name badge retrieval, liaise with registration staff to ensure registrants name badge and any other materials and provide directions or answers to questions as needed, and other duties as requested.

Specific duties include but are not limited to:

- **Arrive to registration 30 – 45 minutes in advance**
- **Assist with registration set-up**
- **Greet incoming registrants in a friendly and helpful manner**
- **Assist staff with checking registrations**
- **Ensuring attendees are following Health & Safety policy (actively wearing masks)**
- **Verify registrants' vaccination status manually, if needed, ensuring they follow NACCHO's Health & Safety Policy**
- **Know the key locations of conference events (ballroom, exhibit hall, breakout session rooms) and be able to direct attendees as needed**
- **Assist in ensuring every attendee is properly registered and validated with a registration badge and assisting with ribbons and lanyards, if needed/requested**

Shifts

Shifts for registration volunteers will vary by day based on needs. During your shift you will be able to catch some of the keynote address, and after your shift you will be free to attend whichever breakout sessions you have signed up for as well as the closing plenary on the day of your volunteer shift.

Greeter

Description

Greeters will be positioned at the front door, near elevators, and in other places where conference attendees may need directional help. As a greeter you will need to be familiar with all the conference locations and schedules so that you can answer questions and provide directions as necessary. Greeters will also assist in the ballroom during keynote addresses to ensure that everyone has a place to sit.

Specific duties include but are not limited to:

- **Arrive to registration 30 – 45 minutes in advance**
- **Know the key locations of conference events (ballroom, exhibit hall, breakout session rooms) and be able to direct attendees as needed**
- **Greet and welcome all attendees**
- **Ability to be on feet for extended periods of time**
- **Sometimes lead individuals to specific areas**
- **Partner as second set of eyes for conference safety and security**
- **Assist in ensuring every attendee is properly badged**
- **Ensuring attendees are following Health & Safety policy (actively wearing masks)**

Shifts/Requirements

Greeters will need to be available in the morning as conference attendees start arriving and throughout the day between sessions. As a greeter you will work for short periods of time throughout the day between sessions. You may be asked to help get people seated in their respective sessions, but you will be able to attend the keynote address and closing plenary sessions on the day of your volunteer shifts. ***We need greeters to be comfortable being assertive in providing directions and ensuring attendees are adhering to mask requirements while on duty.*** You will also be able to attend whichever breakout sessions you register for, but you will have responsibilities during the breaks between sessions. You may need to leave breakout sessions a few minutes early to take your position.

Volunteer Requirements & Signature

Health & Safety Policy

You must agree to comply with our Health and Safety Policy when you sign this agreement. Please review in its entirety: <https://www.naccho360.org/about/meeting-safety>

Registration & Travel/Lodging Information

Volunteering over 12 hours grants you one complimentary Full Conference registration. **Travel and Lodging are to be entirely coordinated and paid for by the volunteer, at their own expense.**

The Hyatt Regency Atlanta has discounted rooms available for \$199.

Book your hotel: <https://www.naccho360.org/travel/hotel>

Travel Information: <https://www.naccho360.org/travel/transportation>

I confirm that I have read the above and acknowledge the job descriptions and benefits of volunteering for the NACCHO 360 Conference, agree to comply with the Health & Safety Policy and Registration & Travel/Lodging Information.

Volunteer Signature: _____

Volunteer Print Name: _____

Date: _____

Note: Upon signing and returning this agreement and pending internal approval, NACCHO will provide you a special volunteer registration link in a follow up email.