

# Conference Volunteer Job Descriptions

## Capable Minds, Hearts & Hands (CMHH)

- IDD Outreach volunteers will serve as liaisons for CMHH.
- Provide information about current and upcoming events, and information about our Best Buddies Chapter, to share support group information for Moms, Dads, Siblings and Caregivers, and to recruit families and organizations to join the global community of IDD Advocated & Friends.
- Dress code: Business Casual (no open-toe shoes)

## Communications/Public Relations

- Manage media check-in table.
- Manage sign-in logs.
- Distribute and account for media credentials.
- Onsite assistance with PR/media related events.
- Other duties as assigned.
- Dress Code: Business Casual with comfortable shoes.

## Data Management - Partner Relations/VIP Concierge

- Assist with setup and breakdown.
- Assist with the distribution of Partner credentials, special gifts, and literature.
- Welcome and direct the Partners and guests to the reserve seating area.
- Assist with handing out brochures, envelopes, etc.
- Assist with Partner recruiting.
- Must have excellent customer service skills and knowledge about the ministry and our Partner program.
- Considerable standing and walking for long periods of time, bending and lifting items (under 10 lbs.) are required as well as the ability to volunteer for 2-4 hour increments.
- Dress Code: Business Casual with comfortable shoes.

## Hospitality

- Experience in hosting /personal assistance (Armor Bearing) to high profile individuals.
- Professionalism and confidentiality is a must.
- Monitoring food and beverage requirements in assigned holding areas.
- Communicate with the Event Coordinator as to changes that may need to be made.
- Any other duties deemed necessary.
- Dress Code: Business or Church attire with comfortable shoes.

## Information Services

- Direct conference attendees and disseminate information as needed.
- Able to stand/walk for long periods of time.
- Articulate with great communication skills.
- Able to take/follow directions.
- Good/friendly personally.
- Dress Code: Business Casual with comfortable shoes.

## Inventory Control

- Must be detail oriented, have the ability to count and provide counts as needed.
- Will need to stand for periods of time.

- May need to move or lift boxes in order to provide on hand counts.
- May need to move product from one store to another.
- Dress Code: Casual with comfortable shoes (jeans allowed).

### **Jakes Divinity School (JDS)**

- Hand out flyers about JDS academic programs
- Answer general JDS questions
- Directing those who desire more information to the JDS website or meeting room in the Expo.

### **PMT - Usher/Greeter**

- Welcome and direct attendees.
- Control access into the event at door entrances.
- Provide direction for those in need of assistance.
- Distribute and collect conference related material.
- Assist with the collection of offerings.
- Assist attendees with seating, and the clean-up of assigned section.
- Dress Code: Black suit (skirt or pants), white top, with comfortable shoes.

### **Pre-Orders**

- Assist with the sale of pre-order merchandise (CD, DVD or Digital packages).
- Data entry.
- Dress Code: Business Casual with comfortable shoes.

### **Product Sales**

- Assist with the area set-up and sale of products and memorabilia. Some duties require a considerable amount of standing.
- As an integral part of the Sales and Service Team, outstanding customer service is your main responsibility. This means that you are available at all times to assist the customer and one another.
- It is important that you do not fold your arms against your chest or keep your hands in your pockets. You want to look approachable at all times.
- Greet all customers with a warm friendly smile.
- Work together as a team with all other volunteer members.
- Acknowledge the customers as soon as they approach and/or depart the sales area.
- Must clear a background check.
- Dress Code: Business Casual with comfortable shoes.

### **Registration**

- Assist with the execution of the registration scanning and check in process.
- Greet Attendees and offer assist with directions and conference information.
- Ability to make quick revisions to established schedules to solve unexpected problems in fluctuating crowd situations.
- Efficient use of all screens (computers, laptops, mobile phones).
- Comfortable with standing for long periods of time.
- Must have an outgoing professional demeanor and be able to calmly deal with conference constituents.
- Dress code all black and comfortable shoes for standing

### **Translation**

- Serve as translator or interpreter for non-English speaking conference attendees requiring assistance with the English language.
- Thorough knowledge of the English/Spanish, English/French or English/Portuguese languages and the ability to translate for a religious event.
- Assist at the table handing out the translation headsets, collecting them and returning attendees ID's.
- Dress Code: Business Casual with comfortable shoes.

### **Warehouse**

- Responsible for load-in and load-out.
- Will also be responsible for stocking T.D. Jakes Ministry product tables.
- Volunteers must be able to lift items up to 50 pounds.
- This position requires a considerable amount of standing.
- Helpful if able to operate a forklift and also an electric and standard pallet jack.
- Able to be on your feet for an extended period, bending and lifting involved.
- Be available to work early and late with flexible hours.
- Ability to communicate and interact with all levels of management, registrants, guest artists, speakers and other volunteers especially when moving products.
- Dress Code: Casual with comfortable shoes (jeans allowed).

### **Woman Evolve**

- Responsible for providing a positive shopping experience for the customers through the handling, maintenance, and sales of brand merchandise.
- Drive sales through the engagement of customers, suggestive selling, and the sharing of product knowledge.
- Provide outstanding customer service by greeting and receiving customers in a welcoming manner. Consistently serve the wants and needs of the customer.
- Maintain a clean and organized sales floor by recovering the area and restocking inventory as needed.
- Process transactions quickly and accurately to reduce the customer's wait time.
- Ability to prioritize and/or multitask in a fast-paced environment.
- Be a team player! Support other team members as needed and embody strong communication skills with the customers, team leads and members to ensure a strong working flow.
- Gracefully resolve customer service issues and escalate as needed to team leads on duty.
- Ability to stand for extended periods of time as well as bending, reaching, and lifting at least 25 pounds.
- Versatility in operating some technology, such as iPads and POS Systems.