

## 2023 NCECA VOLUNTEER HANDBOOK

### **Pre-Conference:**

- Candidates must first update/create a NCECA Online Account and then complete the 2023 Volunteer application
- Once selected, Volunteers will have **72 hours to register as a volunteer through the website and pay the required \$55 registration deposit. If that Deadline is missed, please contact volunteer@nceca.net**
- After the Volunteer registration fee is paid, the volunteer will be contacted with directions on how to choose a position. Repeat and Local volunteers may be asked to work specific positions. They can choose not to and work something different. They must work in all slots assigned to the position they eventually land totaling approximately 13 hours. **Please pay attention to any prerequisites or special skills needed for the position.**
- The Volunteer fee will be **refunded after completion** of volunteer duties at the 2023 Conference in Cincinnati. Please allow up to 4 weeks for refunds to be processed.

### **On-Site at the Conference:**

- **Volunteers need to check-in at the Volunteer Desk before the start of each assignment and check-out when each assignment is complete.** The volunteer desk is in the main registration area.
- Be punctual! Arrive early enough to check-in (there may be a line) and be at the assigned station on time. Promptness is essential.
- Understand that long hours of standing may be part of some shifts. Please be clear in your application or in good communication to your Volunteer Coordinator if you have any physical limitations.
- Please feel free to bring snacks and beverages. NCECA does not provide volunteers with any food or beverages. Shorter shifts may not allow for meal breaks.
- **In any position - All volunteers** are expected to be respectful of and sensitive to the needs of people with disabilities. This includes those with hearing-impairment, who may identify themselves. Please be aware of designated seating for people with disabilities and assist those with hearing impairment to find seating at the front of the meeting/lecture/presentation rooms.
- If you are provided either a NCECA vest or bus tour apron, it must be returned at the **end of EACH shift**. Please do not keep the vests or aprons or you will not get your registration deposit returned.
- **Volunteer Coordinators and NCECA staff will check on volunteers at their stations to verify that positions are being filled. Notations will be made on the Assignment Schedule of any volunteer who does not fulfill their assignment.**
- Volunteers who do not fulfill their assignment will not be refunded the \$55 fee and will be charged the onsite conference registration fee.

### **Post-Conference:**

- The conference deposit fee will be refunded after the position is completed, within 4 weeks following the conference.
- **In the event of cancellation, any assigned volunteer shall forfeit the \$55 registration fee to NCECA. Membership will also be rescinded.**

### **VOLUNTEER POSITION DESCRIPTIONS** – may be subject to change

**Badge Checker** controls entry into assigned areas that are not open to the public.

- You will be stationed at the entrance to the meeting room in order to check name badges, limiting access to the room to those individuals' bearing credentials. Chair or stool can be provided if needed
- Only individuals wearing NCECA conference name badges are to be admitted. Any badge that is not the official conference name badge needs to be confiscated and turned into a NCECA staff member at registration. Anyone without the proper name badge is not permitted to enter the room.
- Look at names and faces as participants enter the different areas. Badge checkers should also be aware of any apparent re-allocation of registration credentials between individuals (switching), which is strictly prohibited. Any individual wearing a badge with a name that appears to be inconsistent with their actual identity should be reported to convention center security or NCECA Staff.

- Since the break between most sessions is only 15 minutes in duration, an additional duty of badge checkers may facilitate the timely exit of attendees from completed sessions and enable the entry of audience members for the next session.
- It is a badge checker's responsibility to keep people flowing into and out of the room and **not allow lingering in doorways**. Don't hesitate to communicate this with the attendees.

**Bus Hosts** will ride the buses with the attendees.

- Must be somewhat familiar with the area where the buses are running and able to direct people to the venues when the bus arrives at a stop. Routes can be obtained at NCECA.net and will be provided to you onsite by the Bus Volunteer Coordinator.
- You must verify anyone boarding the bus at stops throughout the routes is a part of the tour or shuttle
- **Tour Bus Guides will always remain with tour group** and will be going into the exhibitions with them
- **Shuttle guides will remain with the bus**

**Bus Relief Host** will relieve Shuttle Bus Hosts for a break. Must be able to perform the job descriptions listed under "Bus Host".

**Bus Ticket taker** Will be stationed at bus stop and take tickets from those boarding the buses. Dress for the weather.

**Catalog Duty** is stationed in the Merchandise area and hands out catalogs to people who have proof that they have purchased them.

**Conference Material Stockers** Makes sure the registration workers are stocked with conference bags and other needed materials.

- **Must be able to lift and carry boxes weighing up to 30 lbs to and from the registration area.**
- Keep things flowing and organized and assist the registration staff when needed.
- May be stationed at a booth or electronic kiosk for part of the shift.
- Must help to keep the bag stuffing room neat and organized.

**Artist Assistants** will assist artists and will perform work that the artist requires.

- **This can be a physically demanding position and requires the volunteer to be alert to the needs of the artist.**
- Must have consistent means of communication and follows instructions given by the Artist or Area Coordinator
- At the end of each demonstration will remove leftover materials and clean up for the next round of demonstrations.
- Materials should be stored in the draped-off area set aside for this purpose.
- Demonstrators' worktables must be covered with canvas and care must be taken not to soil flooring.

**Demonstration Preparation, Set-up/Tear-down Assistants** will assist with preparation and delivery of materials and equipment, as well as removal.

- **This can be a physically demanding position - must be able to lift heavy items.**
- Materials and equipment should be labeled with the name of the demonstrator, day and time needed, and any other necessary information that will facilitate sorting and placement for the demonstrations.
- A separate area in the hall will be draped off for storage of materials when not in use.
- NOTE: All leftover materials and equipment must be removed on Friday, March 17, immediately after 4:00p.m.

#### **DAAP Gallery Reception Assistant**

**Most likely will be stationed outside of the building to greet people and give directions to the two buildings on campus holding exhibitions – dress for the weather**

- **4 positions available**
- Thursday night position 5-9:30pm
- Must have own transportation to and from the University

**Gallery Expo Set Up and take down** assists in setting up the walls for the gallery expo; Dismantling and packing gallery expo walls; assist galleries as needed.

- **Requires the ability to lift and carry 30 lbs.**
- Must be familiar with the use of hand tools.

**Greeter** assigned an area onsite to greet and assist conference attendees.

- **Must wear an NCECA vest. (Provided)**
- Must have good communication skills and enjoy talking to and meeting people.

- If stationed in registration, will walk around the registration area making sure people are getting where they need to be going and giving instructions for onsite registration.
- Will be provided with a map of the convention center and a daily schedule.
- Will work with both the help desk and with the NCECA Staff.

**Help Desk** will assist attendees with any questions they have and assist the Greeter when needed.

- **Must have attended at least one NCECA conference prior.**
- Conference materials and maps will be provided as well as a laptop with internet access to help attendees acquire the information needed.
- Individuals may come to the help desk with a specific question or a complaint. Help Desk volunteers will listen attentively and ensure that they understand the needs of the individuals who approach them.
- Collect and digitize comment/complaint forms. Collected comment cards will be passed on to NCECA Conference Manager.
- Respond to questions about time and locations of programming by showing the attendee how to use the conference program guide and/or app.
- Any questions regarding policy or governance issues should be recorded on a comment form.
- Any incident reported that appears to be of an emergency status should be immediately reported to the Conference Manager, NCECA Staff, and/or convention center security.
- Will oversee lost and found and give the items to the Volunteer Coordinator or an NCECA staff member at the end of the day to be secured.

**K12 Exhibition Assistant (packing)** will assist the K12 Exhibition Coordinators with packing art. Careful attention is required.

- **May need to lift heavy items.**

**K12 Exhibition Set-Up Assistant** will assist the K12 Exhibition Coordinators with unpacking of art and display set up.

- **May need to lift heavy items.**

**NCECA Merchandise Sales** will assist attendees with the purchase of t-shirts, videos, and publications.

- Requires the volunteer to be outgoing, friendly, and professional
- Will report to the Area Supervisor
- May involve setting up in the morning and taking down in the evening.

**Office Packing** will assist with packing the NCECA office and supplies for shipment to the home office.

- 1 position available
- **Must be able to lift heavy materials.**
- Will report to NCECA staff member Jacqueline Hardy at registration desk

**Floater** Fills needed positions in the event of cancellations or added positions.

- **May wear a NCECA vest. (Provided)**
- May be assigned to a specific staff member; help onsite purchase registration with handling name badges; available to give conference information and where-to directions.
- Maybe be asked to step in as badge checker, usher, merchandise help or another needed position.
- May be asked to run an errand for a staff or board member.

**Packet Preparation/Bag Stuffing REPORTS ON TUESDAY** You will unpack conference materials (programs, NCECA catalogs, advertisements, etc.) and will stuff the conference bags.

- Will check in/check out with CJ Carter, Packet Insertion Manager.
- This may be a long shift - must provide your own food and drink.

**Packet Preparation Setup Assistant** must be able to report Monday evening and remove materials from pallets and organize.

- 2 positions available
- Will report under the direction of CJ Carter, Packet Insertion Manager.
- **Must be able to lift heavy materials.**

**The Photographer's Assistant** will assist NCECA's photographer under their direction moving from location to location throughout the conference.

- Photography experience is not required.
- Meet the photographer at the designated location to be announced when you check in for shift.
- Promptness is required. If the photographer is running late, be patient and wait for him.
- Must be able to write neatly and legibly.

**Pre-Reg Kiosk** will provide attendees with conference materials and assist with the printing of badges at pre-registration check-in.

- Must be comfortable with smartphones and common computer applications, e.g., to navigate between pages of the NCECA web site or search for attendee information within the NCECA database.

**Makers Space Assistants** will assist the artist in the Process Room with any of the artists' and or organizers' needs.

- Must have knowledge of working with clay and handling ceramics tools, equipment, and objects.
- **May need to lift heavy items.**

**Projects Space Set Up and De-Install** will assist the artists with Set-up and de-installation of their project and clean-up of the room.

- **Must be able to lift heavy materials.**

**Student Portfolio Feedback Assistant** will make sure that the critiques are staying on time as per the schedule.

**Student Critique Sign Up Assistant** will assist the NCECA board member in signing up students for Portfolio Feedback Room time slots.

**Ushers** will be stationed just inside of meeting rooms. **Requires moving around or standing for entire shift.**

- **IMPORTANT: Must keep aisles, doorways and backs of rooms clear of people standing and sitting on the floor – Fire code**
- **May wear a NCECA vest. (Provided)**
- Will assist disabled individuals in obtaining a seat in designated areas of the meeting room.
- Will identify empty seats for attendees who are standing.
- Must be comfortable being vocal to attendees and enforcing the fire code policies.

**Volunteer Desk Assistant** will report to the Volunteer Coordinator and assist as needed.

- May assist with checking in/out volunteers.
- Will relieve the Volunteer Coordinator when needed.
- May be sent to fill in at another slot if needed