



ICE VOLUNTEER POSITION DESCRIPTIONS

- [Session Monitor](#)
 - [Concurrent Session Monitor](#)
 - [General Session Monitor](#)
 - [Ask Me! Volunteer](#)
 - [ASTD Bookstore Monitor](#)
 - [Room Assistant](#)
 - [Benchmarking Forum Networking Room Assistant](#)
 - [Career Center Assistant](#)
 - [Cyber Center Assistant](#)
 - [International Lounge Assistant](#)
 - [Press Room Assistant](#)
 - [Speaker Ready Room Assistant](#)
 - [Expo Volunteer](#)
 - [Special Project Volunteer](#)
 - [Floater](#)
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Session Monitor

Individuals who sign-up for this position generally will be assigned in one of two areas – Concurrent Sessions or General Sessions.

Concurrent Session Monitor

Location: Session rooms throughout the Convention Center

Job Description: Monitor educational sessions by assisting presenters, distributing handouts, distributing and collecting evaluation forms and counting attendance.

- Make a count of the session attendance at the beginning and midpoint. Write the count in the appropriate blanks on the session evaluation envelope.
- Be knowledgeable about the session you are monitoring by reading the session description in the program guide.
- Assist the speaker in making the room a more conducive learning environment by dimming the lights in different parts of the room and asking the speaker(s) how he/she would prefer to have the lights set.
- Be sure the room is neat. Pick up any discarded cups, papers or other trash, and dispose of in waste receptacles.
- Assist in management of room capacity. Direct attendees to fill the seats in the front and center of the room first. Help late comers find seats if available. If the session room is full, encourage late comers to attend another session. Help keep overflow from blocking the door or hall.

[BACK TO TOP](#)

General Session Monitor

Location: General Session locations

Job Description: Direct conference attendees into and out of the General Session, direct VIPs to their reserved seating and, if applicable, direct attendees to presenter book signing.

- Read the General Session description in the Program Guide for the day you are monitoring. Be familiar with the members of Board of Directors, Certification Institute Board and Program Advisory Committee (photos are in the Program Guide). Direct them to the front of the room for VIP seating.
- Arrive at the room one (1) hour prior to the session start time. Doors will OPEN 30 minutes prior to session – crowd control.
- Provide traffic control at doors. Direct attendees to the correct entrance doors.
- Make sure everyone who enters is wearing a badge.
- Assist late comers to available seats.
- Assist with the reserved and VIP seating section.

- Assist in directing overflow traffic, if necessary.
- Direct attendees to book signing location.
- When not working as a General Session Monitor, return to the Volunteer Office to be on stand-by as Floater.

Ask Me! Volunteer

Individuals who sign up for this position will be stationed at various locations throughout the convention center.

Ask Me! Volunteer

Location: Throughout the Convention Center (assignments given out daily).

Job Description: Provide answers to attendee questions concerning events at the Convention Center and general information about the local surrounding area.

- Direct attendees to meeting rooms and other special areas.
- Will need to stand the majority of the time to engage attendees, especially in high traffic areas.
- Assist ASTD staff as needed in other areas/locations such as crowd control for general sessions and book signings.
- Be able to answer the following ***Frequently Asked Questions:***
 - Where is the nearest bathroom?
 - Where can I get something to eat or drink?
 - Where is Registration?
 - Where is the EXPO?
 - Where can I check my e-mail?

[BACK TO TOP](#)

ASTD Bookstore Monitor

Individuals who sign up for this position will work in the ASTD Bookstore at the conference performing various duties.

ASTD Store Monitor

Location: ASTD Bookstore

Job Description: Assist ASTD staff in welcoming and helping attendees find items in the ASTD Bookstore.

- Monitor check-out lines and/or staff the Hold Center and overall crowd control.
- Assist with Author Signings.
- Assist customers with store merchandise selections that may be in locked cases, display units or shelves.
- Assist in restocking merchandise, managing Hold Center, putting bags together, re-shelving books, and keeping merchandise organized neatly.
- Will need to stand the majority of the time to engage attendees, especially during busy hours.

[BACK TO TOP](#)

Room Assistant

Individuals who sign up for this position will be stationed in various rooms and locations throughout the convention center to assist both conference attendees and ASTD staff. These locations include the Benchmarking Forum room, Career Center, Cyber Center, International Lounge, Press Room, and Speaker Ready Room (Assignments given out daily).

Benchmarking Forum Networking Room Assistant

Location: Benchmarking Forum Room

Job Description: Assist ASTD staff in various administrative duties.

- Greet and orient Forum members to the information that is available in the room.
- Assist with the maintenance of the Benchmarking Forum Room by keeping tables and chairs clear of debris.
- Assist ASTD staff with minor administrative duties.
- Assume responsibility for the Benchmarking Forum Room anytime the ASTD staff person is away.

Career Center Assistant

Location: Career Center

Job Description: Assist ASTD staff in various administrative duties.

- Greet and orient attendees to the information that is available in the area.
- Assist with the maintenance of the Career Center area by keeping tables and chairs clear of debris.
- Assist ASTD staff with minor administrative duties.
- Assist with crowd control and conduct a head count during all Career Center presentations.
- Distribute handouts as needed.
- Report any computer problems/issues to ASTD Staff.

Cyber Center Assistant

Location: Cyber Center

Job Description: Greet and assist attendees in accessing their e-mail at the Cyber Center.

- Monitor and limit attendee time on the computers, ensuring that it does not exceed approximately 15 minutes.
- Direct attendees to available ports for personal laptop use within each Cyber Center (*if available*).
- Must be computer literate and be patient when instructing attendees.
- Act as a Floater during off hours in the Cyber Center/EXPO Hall; location as assigned.
- Assist attendees in accessing ASTD Connect.

[BACK TO TOP](#)

International Lounge Assistant

Location: International Lounge

Job Description: Assist ASTD staff in making international guests and attendees feel welcome and at home.

- Orient visitors to the information that is available in the room.
- Answer questions regarding the conference and or the host city.
- Provide information to visitors who request help with translation.
- Assist with the maintenance of the International Lounge by keeping tables clear of debris, making sure the beverages are refreshed and keeping the message board organized.
- Stock materials to be distributed and protect materials that are “For Display Only”.

Press Room Assistant

Location: Press Room

Job Description: Assist ASTD staff and ASTD Public Relations staff with general administrative duties.

- Assist reporters with the phones, copier, fax machines, and computers.
- Assist the press room staff with registering reporters and members of the media. Assist exhibitors with organizing their press kits.
- Distribute press materials and credentials and print out hometown releases.
- Assist with the maintenance of the Press Room by keeping tables clear of debris.
- Assume responsibility for the Press Room anytime the ASTD staff person is away

[BACK TO TOP](#)

Speaker Ready Room Assistant

Location: Speaker Ready Room - With more than 250 educational sessions and nearly 450 speakers, the Speaker Ready Room is an active area. Speakers sign in, review their equipment needs, and read their session evaluations. The room also houses AV equipment, tables and supplies, and provides a place for speakers to rehearse their presentations.

Job Description: Assist ASTD staff and conference speakers with general administrative duties.

- Receive evaluation envelopes from session monitors and file them by day/session.
- Count the forms in each envelope and review them for any misfiled evaluations.
- Keep the filing of evaluation envelopes in accurate order.
- Provide speakers with their evaluation envelopes, if requested. **Note:** evaluations **MUST REMAIN IN THE SPEAKER READY ROOM** and be returned immediately after being reviewed by a speaker.
- When requested, take handouts to the Convention Center photocopy facility for copying, pick up handouts when ready, and deliver them to the Speaker Ready Room or appropriate session room.

[BACK TO TOP](#)

Expo Volunteer

Individuals who sign up for this position will be stationed in various locations throughout the exposition hall.

EXPO Volunteer

Location: Exposition Hall

Job Description: Assist ASTD staff and exposition hall staff with various duties.

- Monitor traffic flow throughout the exhibition hall.
- Welcome conference attendees to the hall and make sure everyone is wearing a badge.
- Provide directions and general information on activities within the EXPO hall.
- Provide traffic control at doors. Direct attendees to the correct entrance doors.
- Direct vendors and exhibitors to registration areas.

Special Project Volunteer

Individuals who sign up for this position will have several different assignments during the course of the day. Examples of the types of assignments an individual might receive include helping at the Annual Membership Meeting, author book signings, Expo Booth Awards, and passing out the Conference Daily at entrances to the convention center. The specific duties and responsibilities associated with each assignment varies, but generally includes assisting both conference attendees and ASTD staff. Individuals in this position will return to the Volunteer Room when not on assignment and be available as a floater.

[BACK TO TOP](#)

Floater

Volunteers who are assigned to floater roles will be stationed at the Volunteer Room. Floaters may be assigned to any of the above positions based on additional needs that develop throughout the conference. A floater may have several different assignments within the course of a day.