CAST26 Volunteer Role Descriptions

Please Note

- All volunteers must wear their badges at all times.
- On-site communication will be through the CAST WhatsApp channel.
- Volunteers will be able to pick-up their shirts right before their selected volunteer slot time.
- There is an on-site information booth should you need immediate assistance.

Greeters

This is one of the most important roles! You are the first face attendees see; you set the tone for their entire experience. Whether you are stationed at registration/badge printing or by the check-in booths, your confidence, competence, and cheery nature will ensure the teachers feel welcome, cared for, and glad they are here.

Greeters: Badge Printing Computers (Registration)

- Report to the Registration Computers on stands.
- Be a friendly, smiling face and greet any attendees.
- Ask attendees if they have their email with their name badge barcode.
    - Yes: Have them scan their barcode.
    - No: Please direct attendee to type in their last name.
        - If they are found in the system, their badge will be printed.
        - If they are found in the system, but their account shows a balance due, please direct attendee to the Balance Due area at Registration.
        - If they are not found in the system, try switching first and last name (a common error). If name is still not found, please direct them to Onsite Registration for additional assistance.
- If an attendee loses their badge, they may request **(1)** re-print. Please advise them the system will track the number of re-printed badges. If the badge is re-printed, they do not receive another bag.
- Encourage attendees to download the CAST26 app by searching “STATCAST” in the app store/Google Play store.

Greeters: Bag/Lanyard Pickup (Registration)

- First check in at the volunteer desk at registration.
- You will then report to the Registration Area.
- Be a friendly, smiling face and greet any attendees.
- Provide support by refilling structures with bags and lanyards.
    - Boxes of bags and lanyards will be located in respective areas if more are needed.

Greeters: Line Monitor (Registration)

- First check in at the volunteer desk at registration.
- You will then report to the Registration area.
- Welcome attendees to CAST.
- Direct Attendees to the correct line.
- Encourage positive behavior/attitudes as participants wait in line.
- Trouble-shoot as needed.
- If they have not registered, direct attendee to the Onsite Registration.
- If they need their badge, direct attendees to the Onsite Badge Printing/Express Check-In.
- Help attendees find the onsite support for special needs or first aid."

Greeters: Presenter/Volunteer Check-In (Registration)

- First check in at the volunteer desk at registration.
- You will then report to Presenter/Volunteer Booth.
- Communicate with leads/staff if Presenters are no-shows, track no-shows, and enforce registration for the conference for all Presenters by directing unregistered presenters to the on-site registration booth.
- Give out volunteer duties and let volunteers know any required information necessary to do their job.
- Give each volunteer their shirt at the start of their shift.
- Verify that presenters or volunteers know their time, destinations, and role.
- Give out t-shirts and ribbons (as appropriate).
- Thank them for their contribution to CAST.
- Record that they have checked-in and received their shirt.

Helpers

Helpers are essential for the "meat and potatoes" of CAST. You give the presenters confidence that back-up is close at hand and you help the attendees find the best sessions. You also serve as the eyes and ears of STAT in the middle of the crowds and hallways. Using WhatsApp you have instant communication with the STAT command center if there are questions, something goes awry in a session, or if staff presence is needed.

Helpers: Exhibit Hall Badge Check

- First check in at the volunteer desk at registration.
- You will then report to Exhibit Hall station.
- If possible, familiarize yourself with the exhibit hall layout and key landmarks (like restrooms, water fountains, and food).
- Verify that all entrants to the Exhibit Hall have a valid badge.
- Be a friendly, smiling face and greet any attendees.

Helpers: First-Time Attendees' Coffee Badge Check

First-Time Attendees' Coffee is an integral part of a new CAST attendee's experience, and gives them an opportunity to learn more about STAT, CAST, and the benefits to being a part of this amazing community. To ensure that this experience remains focused on those new attendees, it is important that non-first-timers understand that as much as they add value to the CAST experience, they would be encroaching on the First Timer's opportunity to network and engage.

- First check in at the volunteer desk at registration.
- You will then report to First Timer's Coffee doors.
- Verify that all entrants to the First Timer's Coffee have a "First Timer's" or "Board Member" Badge Ribbon.
- Be a friendly, smiling face and greet any attendees.

Helpers: Workshop Support

- Familiarize yourself with the conference lay-out in general and the area you've signed up to work in specifically; look for landmarks, water fountains, restrooms, and stairs/escalators/elevators.
- Note the rooms in your area and what sessions and presenters will be there while you are on duty.
- Greet the presenters before the session starts and let them know you will be nearby and popping into rooms if they need anything.
- Direct attendees to the sessions.
    - If there are crowds, coax them into lines. If there are more wanting to get into a room than can fit, suggest another session for the overflow.
- If there are any AV issues, look for the AV technician on the floor for help.
- Send notice on WhatsApp if:
    - a presenter hasn't shown up by 10 minutes before start time.
    - presenters have not vacated or finished cleaning after their session in a timely manner.
    - You can't find the AV technician for AV help.
    - too many attendees are "camping out" in a room for the following session and you feel uncomfortable confronting them. (this sometimes happens with really popular sessions and isn't fair to teachers who have waited in line in the hall.
- Let lead/staff know if attendee(s) are missing badges.
- Post "SESSION FULL" sign if the room is at capacity.
- When the sessions are underway, log into the form and note the room and how much it has filled.

Helpers: Assembly Support

- First check in at the volunteer desk at registration.
- You will then report to General Session doors.
- Be a friendly, smiling face at the entries to the general assembly.
- At the designated time, open the doors and welcome people to fill the front and center of the hall first. (or whatever makes sense in this auditorium)
- Keep an eye on where remaining seats are and direct latecomers to the available seats.

Helpers: Workshop Support Floater

- Collect a handful of (Session Full, etc.) signs, tape, markers, and blank paper (for ad hoc signs) from the volunteer check-in to disperse to Workshop Support volunteers, as needed.
- Familiarize yourself with the region you are covering including restrooms, water fountains, stairs/elevator/escalators, notable landmarks, and first aid stations.
- Introduce yourself to the volunteers who are working in the areas within your region. You are their back-up and resource and secondary point of communication.
- Be prepared to step in to cover any Workshop Support duties as needed.