

FFL Orlando 2022 Job Description

Adult Program Moderator

Job Title: Adult Program Moderator

Job Overview:

Volunteers are crucial to the success of Friends for Life conferences. Adult Program Moderators have a great opportunity to contribute to the overall experience of adult participants as they navigate their way through our conference facilities and attend sessions. Moderators are also essential in ensuring FFL faculty and participants have a positive experience during the sessions.

Job Responsibilities:

Moderators are responsible for opening and closing each session and acting as the ‘face’ of CWD to everyone in their session. As a primary point of contact for both attendees and presenters, Moderators must understand their responsibilities and feel confident in their roles. Specific duties of this role are as follows:

- ***Complete Assigned Training:*** Participating in all assigned FFL volunteer training, including completing assigned digital trainings before you arrive on-site for FFL Orlando. This includes being on-site at Coronado Springs the morning of Tuesday, July 5th for in-person training.
- ***Know the Conference Schedule and Room Locations:*** Being aware of the conference schedule and the session room locations and helping attendees navigate both. You may be covering multiple rooms so it is important to have overall familiarity with the layout of the property so you are able to address attendee questions. While the schedule for FFL Orlando 2022 is not yet final, you should plan on sessions being held beginning Wednesday, July 6 and continuing through Saturday, July 9th.
- ***Develop Faculty Introductions:*** Developing an introduction for each presenter prior to FFL, using faculty bios from the FFL website. This introduction will be used during each session when you introduce the presenter(s).
- ***Agree on Session Flow:*** Working with each presenter to agree on a flow for the session. This includes greeting the presenter(s) when they arrive before each session, discussing whether they would like to be introduced by you or to introduce themselves, discussing their preferred Q&A process, and agreeing on an approach to time monitoring (e.g. agree upon a signal for a 5-minute warning at the end of the session, a 15-minute warning so they know to start Q&A, etc.).
- ***Start the Session and Introducing Faculty:*** Beginning the session at the assigned start time. You will start each session by welcoming everyone to the room, confirming the name of the session, sharing reminders related to COVID protocols and any other housekeeping notes, and introducing the presenter(s) as agreed with them before the session. It is okay to read the reminders and presenter bios from a phone or sheet of paper if needed.
- ***Monitor Time:*** Acting as the primary time-keepers for each session. You are responsible for ensuring the sessions begin and end on time. This includes keeping an eye on the time during the session and notifying the presenter(s) at the time agreed upon before the session.
- ***Lead the Question & Answer Period:*** Leading the question and answer period for the session, following the process agreed upon with the presenter(s) before the session. For

any sessions being streamed live on Zoom, your role will also include monitoring the Zoom chat and Q&A panel during the session for any questions from those joining the session remotely.

- **Support Security and Emergency Preparedness:** Moderators and Room Monitors will work as a team in supporting general safety and emergency preparedness within their rooms. This includes knowing where fire exits and emergency phones are located, being aware of protocol in case of fire or medical emergency, and keeping an eye out for potential security risks (i.e. unusual behavior, people/objects that do not belong).
- **Provide Feedback:** As the primary eyes and ears within each session, CWD relies on our volunteers to help us identify and share opportunities for improvement for future conferences. You are kindly requested to share any feedback or ideas with Deb Ruppert at any time during the conference and/or via the Volunteer Feedback Survey after the conference.

Qualifications:

- Must be on-time, reliable, and available for all volunteer trainings and assigned sessions throughout the duration of the conference
- Must be able to communicate in a professional and friendly demeanor with participants, faculty, and fellow volunteers
- Must be comfortable using a microphone and speaking before potentially large groups
- Must be comfortable using Zoom chat/Q&A features to field questions from a virtual audience
- Must be able to provide your own mobile device (laptop, table, phone) to access Zoom chat/Q&A during sessions being streamed live

Note: If you are unable to provide your own device, please notify Deb Ruppert immediately to ensure a Zoom-compatible device can be made available for your use during the session

- Must be able to think on your feet and troubleshoot if/as issues arise
- Must be able to follow Disney cast member instructions and respond quickly to their orders in case of emergency
- Must have previously attended a FFL conference as a participant or volunteer