

FFL Orlando 2022 Job Description

Room Monitor

Job Title: Room Monitor

Job Overview:

Volunteers are crucial to the success of Friends for Life conferences. Room Monitors play a significant role in the overall experience of adult participants as they navigate their way through our conference facilities and attend sessions. Room Monitors are also essential in ensuring FFL faculty and participants have a positive experience during the sessions. Room Monitors help support each session by being aware of what is happening in each session and proactively problem-solving if issues arise.

Job Responsibilities:

As a primary point of contact for attendees, Room Monitors 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.
- ***Welcome Session Participants:*** Acting as the greeter for your room(s), welcoming participants as they arrive for sessions and answering any questions. You are responsible for arriving at least 20 minutes prior to the start of each session to ensure all participants are greeted as they arrive and are in compliance with COVID-19 protocols as they enter the room.
- ***Screen Session Participants (only for sessions with restricted audiences):*** For sessions with restricted audiences (i.e. moms, dads, adults with T1D, significant others), screening participants at the door as you welcome them to ensure only people in the restricted groups are allowed into the session. This is extremely important to ensuring a safe space for participants in such sessions.
- ***Monitor Session Attendance:*** Door monitoring is a primary responsibility of this volunteer position. Monitoring participants arriving for each session is critical to ensure a) they are registered for the conference, and b) the number of people entering each session does not exceed the room's approved capacity. If/when the room reaches capacity, it will be your responsibility to inform participants that capacity has been reached and help them review the schedule to identify other sessions they can attend instead.
- ***Assist with Question & Answer Periods:*** During Q&A periods at the end of a session, you may be asked to help pass microphones to attendees. This is especially important in rooms where sessions are being streamed and recorded, to ensure the question is picked up by the room's audio equipment so those joining remotely can hear.

- **Monitor the Door During Sessions:** To ensure minimal disruption to the session, you should be standing or sitting near the door of the room to ensure it does not slam as people enter/exit. If the room is at full capacity and someone new tries to enter during the session, you will need to quietly step outside to inform them there is no remaining space in the room.
- **Sweep the Room for Lost/Left Items:** Once the session has ended, you should 'sweep' the room for any lost or left items. Anything you find should be taken immediately to the Registration Desk.
- **Support Security and Emergency Preparedness:** Room Monitors and Moderators will work as a team to support 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 able to manage multiple tasks at the same time
- Must be on-time, reliable, and available for all volunteer trainings and assigned sessions throughout the duration of the conference
- Must be comfortable interacting with and instructing participants as required
- Must be able to communicate in a professional and friendly demeanor with participants, faculty, and fellow volunteers
- 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