

## FFL Orlando 2022 Job Description

### First Timers Team Staff

**Job Title:** First Timers Team Staff

**Job Overview:**

Volunteers are crucial to the success of Friends for Life conferences. As a volunteer on the First Timers Team, you act as a representative of CWD and are one of the first points of interaction for first-time conference participants on-site during the event. First Timers Team Staff have a key opportunity to make attendees feel warmly welcomed, informed, and equipped with the knowledge they need to have a great first FFL experience.

**Job Responsibilities:**

First Timers Team Staff are responsible for ensuring a smooth and positive on-site check-in experience at FFL conferences, and for supporting the registration area as needed throughout the conference. 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.
- ***Staff the First-Timers Area:*** Working at the First Timers area as needed throughout the conference and engaging with first-time conference participants to ensure they understand how FFL works and know where to go for help if/as it is needed during the conference. This includes knowing the conference schedule and types of sessions in advance, welcoming participants with First Timer flags on their name badges as they flow through conference registration areas, providing an overview of the FFL experience and key things to know, helping them navigate the conference schedule, answering their questions, and being a friendly face and familiar resource for them throughout the conference.
- ***Engage with First-Timers Throughout the Conference:*** Actively seeking opportunities to engage and check in with First Timer participants you encounter beyond the First-Timers Area. Examples of these opportunities include working at the First-Timers Session, saying hello in the hallways or at events/mealtimes, and checking in with people who look lost or uncertain.
- ***Support Registration (as needed):*** Depending on the needs of the Registration Team, some First Timer Staff will support the Registration area during peak times. If your support is temporarily needed by the Registration team, one of the First Timer Team Leaders will discuss the need, duties, and duration of that role with you before assigning the temporary shift in work.
- ***Complete Other Tasks as Assigned:*** Due to the nature of FFL conferences, unanticipated needs or tasks may occasionally arise. If this happens, the First Timers Team Leaders may request your support with additional tasks as needed. Your flexibility and ability to maintain a positive attitude in the face of last-minute changes is greatly appreciated.
- ***Support Security and Emergency Preparedness:*** First Timers Team Staff will work as a team to support general safety and emergency preparedness within the registration areas. This includes knowing where fire exits and emergency phones are located, being aware of protocol in case of fire or medical emergency, restricting access to areas where registration

materials are stored, and keeping an eye out for potential security risks (i.e. unusual behavior, people/objects that do not belong).

- **Provide Feedback:** 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 Marie Jarcho or Lauren Lanning at any time during the conference and/or via the Volunteer Feedback Survey after the conference.

**Qualifications:**

- Punctual, reliable, and available during scheduled FFL conference hours
- Strong communication and people skills, with an ability to communicate in a professional and friendly demeanor with conference participants, faculty, and staff/volunteers
- Ability to stand for 4+ hours at a time, during an 8-hour day (breaks will be provided as needed)
- Flexibility and willingness to adapt to unexpected changes in plans
- Strong multitasking skills
- Ability 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 multiple FFL conferences as a participant or volunteer