

## FFL Orlando 2022 Job Description

### Registration Staff

**Job Title:** Registration Staff

**Job Overview:**

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

**Job Responsibilities:**

Registration 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 and review of the Aventri registration system.
- ***Manage Check-In of Conference Participants:*** Welcoming participants, presenters, staff, and/or exhibitors as they arrive at conference registration areas and supporting them through the check-in process. This includes looking up their registration in Aventri and checking them in, pulling their conference registration packet and other materials (lanyards, wristbands), providing an overview of the materials, answering any questions, and helping them collect their conference t-shirts. Locations and roles will be assigned by Julia Mattingly and clearly communicated during training.
- ***Support Registration Throughout Conference:*** Staffing the registration area as needed to provide support for activities such as answering questions, printing extra badges, distributing extra bracelets, managing the lost & found station, and directing attendees to FFLST for additional assistance as needed (e.g. reporting lost items, help finding family members).
- ***Complete Other Tasks as Assigned:*** Due to the nature of FFL conferences, unanticipated needs or tasks may occasionally arise. If this happens, the Registration Leader 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:*** Registration 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 Julia Mattingly 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 from Tues-Fri
- Strong communication and people skills, with an ability to communicate in a professional and friendly demeanor with conference participants, faculty, and staff/volunteers
- Comfortable using a computer and willing to learn how to use the Aventri registration system (training and practice will be provided)
- 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 a FFL conference as a participant or volunteer