Volunteer Role: Volunteer Hub Attendant

*Goal(s) of the role:*

Efficiently check-in and communicate with volunteers at the volunteer hub for their assigned duties, and direct them to where they need to go post-check-in.

*Detailed description of duties:*

•Directing volunteers to the check-in line/table during peak times

•Swiping KSU ID cards & helping with VKSU

•Distributing name tags and t-shirts on their first check-in to the hub

•Directing volunteers to the proper building/location on a campus or city map. NCUR event map located here: <http://www.cur.org/assets/1/7/NCUR_Campus_Map.pdf>

•Helping with other miscellaneous duties as needed

•Potential to be reassigned to other volunteer roles if we have more pressing vacancies that need to be filled.

*Dress Code/Suggestions:*

Volunteer t-shirt and pants without holes, or nice shorts or dresses/skirts that are not too short.

*Anticipated frequently asked questions:*

We anticipate volunteers may ask our volunteer hub attendants:

•May I switch roles? This is unlikely, because all the volunteers who filled out the volunteer form have been specifically placed where needed.

•I can’t make my shift at \_\_\_\_\_. What should I do? Please talk to the staff at the Volunteer Hub so they can make note of your absence.

•Do I get lunch? Yes, you will receive one meal voucher per volunteer shift

•Can I volunteer for additional shifts? There may be additional volunteer opportunities where we can use you. Please contact the Volunteer Hub (in person or via email ncurvolunteer@kennesaw.edu)

•If I’m not registered for the conference, but am volunteering, may I attend any sessions? When it is not during your assigned volunteer shift, you may attend regular conference presentations and sessions.

•I’m volunteering off-campus (airport, hotel shuttles), so how do I check-in and do I get reimbursement?Please pick up your nametag and t-shirt on-campus at the Volunteer Hub before your shift. The Volunteer Hub should be open Tuesday 9am-5pm; Wednesday 7:30am-6:00pm, Thursday-Friday 6:30am-6:00pm, and Saturday 6:30am-12:00pm. When arrive at your off-campus location for your shift, please check-in by phone at 470-578-6700, 15 minutes prior to your shift starting. We are unfortunately unable to provide reimbursement for mileage and parking at this time.

*Contact Information:*

* ncurvolunteer@kennesaw.edu
* Volunteer Hub, contact 470-578-6700
* NCUR Situation Room, contact 470-578-8187
* Emergency, call 911

***In Case of an Emergency:***

1. ALL injuries and/or incidents must be documented on the appropriate reporting form ***at the time the injury/incident occurs*** and immediately sent to EHS.
2. Forms are available at:<https://ehs.kennesaw.edu/incident_reporting.php>; *You may wish to provide hard copies of these forms to your volunteers as these are not yet fillable online.*
3. Make sure that you obtain a mobile phone number for the injured party and at least one additional contact number so that we may reach the party while they are attending the conference, if necessary.
4. If it appears to be an injury that may require treatment, please assure that the KSU Police are also called to the scene so they may notify appropriate emergency responders, complete a report, etc.
5. If it only requires First Aid, please escort the injured party to the closest First Aid/EMT station. Remain there to determine if first responders are notified or required so you may notify EHS of the status.
6. Please be sure to provide the KSU Police Report number on the incident report so that we may follow up.
7. Send all completed forms to EHS@kennesaw.edu as quickly as possible the same day with the subject of "New NCUR Incident Report".