

# NEC 2024 – Volunteer Recruitment Details

## Types of Volunteers

### 1. Volunteer Staff

- Time Commitment: Tuesday, July 16th, 9:00am – Sunday, July 21st, 2:00pm
- All-day training & orientation on Tuesday is mandatory and crucial for the success of the volunteer staffing plan at the event.
- Volunteer Staff serve on a specific team for the duration of the event.
- Team leads work out the specific duties and timing of work for members on their team.
- Volunteer Staff do not need to purchase a Congress Pass because they are full-time volunteers.
- Their primary responsibility is to work the event as a volunteer, but they may have breaks at times. When not on duty, they can attend Congress sessions at no cost.
- Some Volunteer Staff roles experience more programming than others.
- Lunch and dinner will be provided each day (Tuesday-Sunday).
- Travel to Indy and accommodations are not provided. Volunteers must make their own arrangements.
  - Dorm accommodations are available for volunteers at Butler for a cost of \$330/person.
  - The package includes: 6 nights accommodation (Mon, July 15-Sun, July 21) in a double-occupancy dorm room, linens, breakfast Thursday-Sunday, and a daily shuttle between Butler and downtown from 6-8am and downtown back to Butler from 10pm-midnight.

### 2. Shift Volunteers

- Time Commitment: whatever shifts they sign up for!
- Duties: whatever duties they sign up for
- A great option for Day Pass Holders who want to attend some days of the Congress and serve on other days.
- A great option for Full Event Pass holders who want to serve for a few hours.
- A great option for people who can't volunteer the whole time, but still want to serve in some way.
- Shift Volunteers do not have access to Congress sessions, exhibits, or other programming. To attend sessions, they must purchase a pass.
- Meals are not provided for shift volunteers.

## Recruitment Areas

### Volunteer Staff – Customer Service Roles

*-Looking for friendly people who want to care for and provide stellar hospitality to participants in various ways.*  
*-Time Commitment: Tuesday (July 16) 9:00am - Sunday (July 21) 2:00pm*

- Check-In Team (40-50 people)
- Guest Services Booths (15-20 people)
- Family Care (25-35 people)
- Bus Lot (30-35 people)
- NEC Store Team (20-25 people)

## Recruitment Areas (cont.)

### Volunteer Staff – Usher Teams

*-Looking for friendly people who want to work many hours on their feet, but in the heart of the action.*

*-Major perk of this role: attending lots of programming for free!*

*-This is the largest area of need. Approximately 200 people are needed.*

*-Time Commitment: Tuesday (July 16) 9:00am - Sunday (July 21) 2:00pm*

- Usher Teams are comprised of:
  - Ushers = responsible for a seating section in the hall, welcome people, make sure they find seats, provide general customer service, help manage crowd control
  - Door Monitors = at the doors checking credentials and/or scanning people into sessions, provide general customer service, help manage crowd control
- Volunteers are assigned to an ICC Hall or Ballroom and are on the Usher Team in that location for the duration of the event.
- They're on duty whenever programming is happening in that space.
- Some Usher Teams will also help usher sessions in Lucas Oil Stadium.
- All Usher Teams will assist with check-in on Wednesday.

### Shift Volunteers

*-Looking for friendly people who want to serve in a specific role for a selected time.*

*-Approximately 750 shifts available.*

- Check-In Support
- Guest Services Booths
- Breakout Session Ushers
- Breakout Session Pedestrian Traffic Directors
- Indoor Greeters / Pedestrian Traffic Directors
- Outdoor Greeters / Pedestrian Traffic Directors
- Volunteer Meals
- Food Trucks

### Set Up / Clean Up Volunteers

*-Looking for people who want to serve before and after the event for set up & clean up.*

- Swag Bag Stuffing – Sunday Afternoon, July 14 – *lots of people needed!*
- Set Up Help – Sunday, July 14 & Monday, July 15
- Clean Up Help – Sunday, July 21