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Volunteer Staff Program Information - CPC 2016
Chattanooga Convention Center, Chattanooga, TN
January 20-23, 2016

Thank you so much for your willingness to serve along side of the INCM staff team in such a wonderful way! Our goal for the Children's Pastors' Conference is to equip, encourage, inspire, motivate, and care for thousands of children's ministry leaders. Attendees are coming not only to gain practical tips & tools to improve their ministry, but to meet other like-minded souls sharing their desire to care for the next generation. Some of our attendees have tired souls, yearning for refreshment and encouragement. We get to meet those needs together as a team. By participating in this volunteer staff role, you become an extension of the INCM staff, working hard & serving our attendees, and being our eyes & ears throughout the conference. You may have the opportunity to pray with and for the attendees. You will definitely meet new friends, and reconnect with those you may already know. Our hope is that you may even get to sit in on some training. Serving our attendees well is what we're asking you to do. Our prayer for you is that you will be filled by your experience, and leave with the satisfaction that you served as God's hands and feet.

In this packet, you will see a list of the positions we are looking to fill, what some of the responsibilities are, what the dates & serving shifts are, and what INCM can provide to you for your service. Please review the information carefully and prayerfully. Please contact our Events Director, Tracy Baer (tracy.baer@incm.org) at any time if you have any questions. The sooner we hear from you, the better the chances are you'll be able to serve in the capacity of your choice.

Dress Code: We do require a dress code. It serves to help our attendees and the volunteer staff quickly and easily identify one another. You'll receive a schedule of attire as we near the conference. Two (2) volunteer T-shirts will be provided to each volunteer staff member upon check-in. Business casual slacks, capris, skirts, or nice jeans (denim should be free from holes, frays, or extreme fade) are acceptable bottoms. Volunteer staff T-shirts, solid all-black shirts, current or previous conference T-shirts, or INCM logowear are acceptable tops. Please refrain from wearing any sleeveless, tank-top, or low cut shirts. Be sure to wear comfortable shoes!

Training: All volunteer staff members will receive an orientation and on-the-job training when you check-in and report to your Team Lead. We want you to be as prepared as possible, so rest assured, we'll make sure you have what you need. Job descriptions and responsibility details are in this document, and you will receive a welcome packet upon check-in.

Travel: Volunteer staff members are responsible for their own airfare and ground transportation. If you need assistance, please contact our Events Director. ***Please email your flight itinerary to the Events Director at tracy.baer@incm.org no later than 15 days prior to the event (Monday, January 4).*** Those volunteers serving with us in a LEAD role capacity and for 4 or more days will have their airfare reimbursed. Please contact the Events Director for instructions.

Lodging: INCM will arrange, and provide at our expense, hotel accommodations based on serve/position and available benefits listed below. We reserve non-smoking, double-occupancy rooms for all volunteer members unless other arrangements are made in advance with the Events Director. Volunteers will receive room/room-mate assignments 14 days prior to the start of the event. If you have any questions, please contact the Events Director at tracy.baer@incm.org.

LEAD Volunteer Roles Quick Reference Guide:

Position	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Assistant-INCM Office	1pm-9pm	9am-10pm	7am-10pm	7am-10pm	7am-10pm	7am-1pm	
Assistant-Director's Personal	1pm-9pm	9am-10pm	7am-10pm	7am-10pm	7am-10pm	7am-1pm	
AV/Tech Lead		5pm-10pm*	7am-2pm	7am-5pm	7am-5pm	7am-1pm	*train/setup
Driver/Runner		9am-10pm	7am-10pm	7am-10pm	7am-10pm	7am-1pm	
Breakout Volunteer LEAD		7pm-10pm*	8am-2pm & 7-9pm	8am-4pm	9am-4pm	8am-10am	*train/setup
General Session LEAD			4pm-10pm*	8am-9pm	8am-9pm	9am-12pm	*train/setup
Resource Center LEAD		4pm-10pm*	8am-10pm	1pm-10pm	1pm-10pm		*train/setup
Registration/Guest Services LEAD		10am-10pm*	7am-10pm	7am-10pm	7am-10pm	8am-1pm	*train/setup
Speaker/Volunteer Room Host		7pm-9pm*	7am-10pm	7am-10pm	7am-10pm	7am-1pm	*train/setup
Store LEAD			11am-10pm*	1pm-10pm	1pm-10pm		*train/setup
Volunteer Coordinator LEAD		9am-10pm	7am-10pm	7am-10pm	7am-10pm	7am-1pm	

LEAD Volunteer Serving Benefits: We are so thankful that you are giving of your time and talent to partner with us so serve the attendees of the conference. We hope to honor your service by offering some benefits to express our gratitude. Because of the responsibilities of these positions, most likely people in these roles will not be able to attend most of the conference, however, we will encourage you to attend every General Session. We ask that all team LEAD positions commit for the entire length of the conference as outlined above.

Because you are committing to serve with us four (4) days or more, INCM will provide:

- 1 complimentary Experience Kit
- 2 volunteer shirts

- all meals during your serve
- 3 or 4 nights hotel stay (based on role selected)
- reimbursement for your airfare (up to \$400 per person)
- 1-time 25% discount on CPC store purchase of \$25 or more

LEAD Volunteer Job Descriptions: Job descriptions are detailed below for each position. Please consider your physical capabilities when selecting a physically-demanding position such as set-up, prayer experience, AV/Tech, etc..

Assistant-INCM Office

- **Responsibilities** - Assist the INCM staff with administrative tasks before, during, and after the conference. Assist with preparations and setup of the office space. There may be times of shopping and/or errand running. Coordinate with the Driver/Runner the schedule for VIP pick up and drop off at the airport. Basic office skills will be utilized.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to sit, stand and/or walk for long periods of time. Due to the conference schedule, the days may be lengthy.
- **Expectations** - Must have a working knowledge of Google drive, computers, printers, and basic office equipment. Organizational & data entry skills are recommended. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Events Director, Tracy Baer.

Assistant-Executive Director's Personal Assistant

- **Responsibilities** - Assists the Executive Director, Matt Guevara, with his personal schedule and other administrative duties. Assisting him with remaining on schedule, where to be next, and freeing him from lengthy conversations with attendees when needed. Create time for him to mingle with the Resource Providers. Potentially run errands, and create space for speaking preparation & prayer.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time. Due to the conference schedule, the days would be lengthy.
- **Expectations** - Must have a welcoming smile and hospitable personality. Organizational experience and ability to read a situation is recommended. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the INCM Executive Director, Matt Guevara.

AV/Tech Team LEAD

- **Responsibilities** - Direct the AV/Tech team in their duties. They should assist with unpacking, organizing, and preparation of precon and breakout equipment (sound systems, screens, projectors and DVD players). Distribute and set-up all equipment in precon and breakout rooms. Monitor equipment function. Monitor potential safety & security concerns with equipment, such as cords and wires, and address immediately. Assist with the recording of each session. Tear down and pack up all breakout equipment after the final breakout session.
- **Physical Requirements** - Must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have experience with AV equipment, working knowledge of computers & projectors, and have the ability to lead a team and make decisions. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the INCM Training Director, Michayla White.

Driver/Runner LEAD

- **Responsibilities** - Provide transportation to and from the airport for VIP guests. Run errands for the INCM staff as requested. Coordinate schedules with the Driver/Runner Assistant to cover the needed duties.

- **Physical Conditions** - Must be physically able to move or lift heavy objects, be able to endure long periods of driving, and be able to stand and/or walk for long periods of time.
- **Expectations** - Must be prompt and professional, have a welcoming smile and hospitable personality. Early morning and late night schedules are likely. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports mainly to the INCM Events Director, Tracy Baer.

Breakout Volunteer LEAD

- **Responsibilities** - Oversee and train the Precon and Breakout Room Hosts. Deploy and redeploy the Room Hosts to cover all rooms as needed. Prepare presenter and participant materials for the Room Hosts. Collect evaluations at the end of the sessions. Keep the team on schedule. Respond to the Precon and Breakout Room Hosts needs as they arise. Communicate concerns or potential issues to the Training Director, Michayla White.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. Ability to troubleshoot is a recommended. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the INCM Training Director, Michayla White.

General Session LEAD

- **Responsibilities** - Greet and host the VIP general session speakers during their session. Ensure their green-room needs are met, connect them to the General Session producer, ensure they understand their schedule and know where they are going. Create a space for the speakers to pray and prepare for their session. Report any needs or concerns to the INCM Training Director, Michayla White. Oversee the Usher Team while placing materials on general session chairs and hosting the doors. Oversee the Prayer Experience setup and teardown team. Oversee the Prayer Partner Team as they pray with attendees at the conclusion of each general session. Oversee the General Session Merchandise Sales Team.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have a welcoming smile and hospitable personality. Ability to troubleshoot is recommended. Please be prepared to pray for and with the speakers and provide immediate feedback as they finish as well as with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the INCM Training Director, Michayla White.

Registration/Guest Services LEAD

- **Responsibilities** - Oversee the Registration and Guest Services Teams. Unpack and set-up for conference check-in. Greet and check-in attendees. Provide assistance to the attendees as needed. Receive evaluation forms, monitor lost & found, and receive next year's pre-registrations. This team includes Registration at the beginning of the event, then changes into the Guest Services Team after General Session #2.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Knowledge of ipads/ipods & willingness to learn electronic check-in procedures is key. Must have a welcoming smile and hospitable personality. This person should coordinate meal schedules with their team members so that registration/guest services is manned at all times. Ability to troubleshoot and answer questions will be helpful. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Events Director, Tracy Baer.

Resource Center LEAD

- **Responsibilities** - Check-in the Resource Providers, handing out name badges, supplies, schedules, etc.. and answer questions for the Resource Providers as they set up. Confirm booth locations and communicate questions and concerns to the INCM staff member responsible. Monitor the door of the Resource Center keeping conference attendees out of this area when it is closed and/or the Resource Providers are setting up. Report any suspicious activity to the INCM staff member responsible as needed. This person will also work with the conference decorator on behalf of INCM during setup of the Resource Center.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to sit, stand and/or walk for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. The Resource Center Lead should coordinate schedules with the Assistant to alternate between staying in the Resource Center, and attending breakouts and general sessions. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Lodging** - This position reports to the Events Director, Tracy Baer.

Speaker/Volunteer Room Host(s)

- **Responsibilities** - Greet and host the precon & breakout speakers and the volunteer team. This room is the "lounge" where the speakers & volunteers will hang out, get refreshments, leave their valuables, and rest. Ensure the room has refreshments as scheduled, has space for resting, and build relationships with them. Keep the room neat & tidy. Assist the speakers & volunteers with understanding the schedule and know where they're going. Report any needs or concerns to the INCM Training Director (for speakers) and the Volunteer Coordinator LEAD (for volunteers).
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to sit, stand and/or walk for long periods of time.
- **Expectations** - Must have a welcoming smile and hospitable personality. Ability to troubleshoot is recommended. Due to the conference schedule, days are likely to be long. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the INCM Training Director, Michayla White (for speakers) and the Volunteer Coordinator LEAD (for volunteers).

Store LEAD

- **Responsibilities** - Direct the Store Team Members as they assist with unpacking, organizing, and preparation of merchandise tables. Assist attendees with merchandise purchases. Process credit cards and make change on cash sales. Inventory and pack remaining product and materials at the close of the conference.
- **Physical Requirements** - Must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time.
- **Expectations** - Knowledge of ipads & Square, and cash handling. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the INCM Marketing Director, Ian Philpot.

Volunteer Coordinator LEAD

- **Responsibilities** - Work with the Events Director to deploy and redeploy volunteer to their positions. Responsible for replacing volunteers who are unable to fulfil their obligations due to absence or illness. Respond to the ever-changing needs of the conference staff & volunteer teams. Ensure the entire volunteer team knows their schedule, where they are going, and when & where meals will be served. Hand out schedules, refreshment tickets, and other supplies needed for the volunteers to carry out their duties. Monitor the Speaker/Volunteer Room and create relationships with the volunteer team. There will be prep work in the weeks leading up to the conference, and for another week or so after the conference via computer and email.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to sit, stand and/or walk for long periods of time.

- ***Expectations*** - Must have a welcoming smile and hospitable personality. Ability to troubleshoot is recommended. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees. This position has responsibilities for relationship-building that will include some computer & email work before and after the conference.
- ***Reports to*** - This position reports to the INCM Events Director, Tracy Baer.

Volunteer Team Dates & Shifts Quick Reference Guide:

Position	Tuesday	Meals	Wednesday	Meals	Thursday	Meals	Friday	Meals	Saturday	Meals
Driver	9am-10pm	all	7am-10pm	all	7am-10pm	all	7am-10pm	all	7am-1pm	bkfst/lunch
Position 1	4-10pm Resource Provider Host Asst.	dinner	8am-10pm Resource Provider Host Asst.	all	730-10am Merch Sales 1-5pm Resource Asst. 6-9pm GS Merch Sales 9-10pm Resource Asst.	all	730-10am Merch Sales 1-5pm Resource Asst. 6-9pm GS Merch Sales 9-10pm Resource Asst.	all	9-1130am Merch Sales 1130am teardown	bkfst/lunch
Position 2 x2	1-3pm Registrtn Setup 3-10pm// Registration // shirts & books	dinner	8am-10pm Registration // shirts & books	al	8am-1pm Registration // shirts & books 3-9pm Prayer Exp Setup	all				
Position 3 x6	1-3pm Registrtn Setup 3-10pm// Registration (shirts & books 2 only)	dinner	8am-10pm Registration (shirts & books 2 only)	all	8-10am Usher/Greeter 10am-4pm Breakout Host 6-9pm Usher/Greeter	all	8-10am Usher/Greeter 10am-4pm Breakout Host 6-9pm Usher/Greeter	all	8-10am Breakout Host 11am teardown	bkfst/lunch
Position 4 x3	1-3pm Registrtn Setup 3-10pm Registration	dinner	8am-10pm Registration	all	8am-12pm Registration 1pm-10pm Guest Service	all	8am-10pm Guest Services	all	8-11am Guest Services 11am teardown	bkfst/lunch
Position 5 x3	1-3pm Registrtn Setup 3-10pm Registration	dinner	8am-10pm Registration	all	9am-4pm Breakout Host	dinner out ?	9am-4pm Breakout Host	all	8-10am Breakout Host 11am teardown	bkfst/lunch
Position 6 x6	7-10pm Setup AV/Tech		7am-1pm AV Support time?? reset equip	all	7am-5pm AV Support	all	7am-5pm AV Support	all	7-11am AV Support 11am teardown	bkfst/lunch
Position 7 x2			730am-12pm Precon Host 1-3:30pm Coach Host 6-930 Merch Sales	all	730-10am Merch Sales 2-430pm Coach Host 6-9pm Merch Sales	all	730-10am Merch Sales 2-430pm Coach Host 6-9pm Merch Sales	all	8-1130am Merch Sales 11am teardown	bkfst/lunch
Position 8 x2			730am-1pm Precon Host 6-930pm Merch Sales	all	730-10am Merch Sales 10am-4pm Breakout Host 6-9pm Merch Sales	all	730-10am Merch Sales 10am-4pm Breakout Host 6-9pm Merch Sales	all	8-1130am Merch Sales 11am teardown	bkfst/lunch
Position 9 x1			730am-1pm Precon Host 6-930pm Merch Sales help usher too	all	9am-4pm Breakout Host	dinner out?	9am-4pm Breakout Host	all	8-10am Breakout Host 11am teardown	bkfst/lunch
Position 10 x1			730am-1pm Precon Host 6-930pm Merch Sales help usher too	all	9am-330pm Brkout Host 330-9pm Prayer Exp	all	9am-4pm Breakout Host	all	8-10am Breakout Host 11am teardown	bkfst/lunch
Position 11 x2			730-1pm Precon Host 530-10pm Usher/Greeter	all	9am-330pm Brkout Host 330-9pm Prayer Exp	all	9am-4pm Breakout Host	all	8-10am Breakout Host 11am teardown	bkfst/lunch
Position 12 x1			7a-3pm Church Tour Host 530-10pm Usher/Greeter	all	9am-330pm Brkout Host 330-9pm Prayer Exp	all	9am-4pm Breakout Host	all	8-10am Breakout Host 11am teardown	bkfst/lunch
Position 13			12-3pm Store/Booth Setup	lun/din	1-10pm Store/Booth	all	1-10pm Store/Booth	all	8-1130am Merch Sales	bkfst/lunch

x2			3-10pm Store/Booth				10-11pm Store teardown		1130 teardown	
Position	Tuesday	Meals	Wednesday	Meals	Thursday	Meals	Friday	Meals	Saturday	Meals
Position 14 x4			12-3pm Store/Booth Setup 3-10pm Store/Booth	lun/din	1-10pm Store/Booth	all	1-10pm Store/Booth 10-11pm Store teardown	all	9-1130a Usher/Greeter 1130am teardown	bkfst/lunch
Position 15 x1			12-5pm Floater 530-10pm Usher/Greeter	lun/din	730-10am Merch Sales 10am-5pm Floater 6-9pm Merch Sales	all	730-10am Merch Sales 10am-5pm Floater 6-9pm Merch Sales	all	9-1130 Merch Sales 1130 teardown	bkfst/lunch

Many of the jobs have been combined to maximize usefulness and reduce overall number of open positions.

Please check-in 30 minutes before your scheduled serving time.

Please indicate on the volunteer application form if you are available to assist with setup. Setup begins as early as Monday morning. For those arriving a day early to help out, we would cover your additional meals & hotel expenses. ***Please consider coming to help us setup!***

Serving Benefits: We are so thankful that you are giving of your time and talent to partner with us so serve the attendees of the conference. We hope to honor your service by offering some benefits to express our gratitude. First of all, we encourage you to participate in the conference when possible. Because of the responsibility of some positions, not everyone will be able to participate at the same level. Please review the information carefully and decide which serving opportunity might work best for your schedule and budget.

If serving with us for one (1) day, INCM will provide:

- 1 complimentary conference registration
- 2 volunteer shirts
- meals for the entire day
- CD or MP3 of 2 breakout sessions you may have missed during your serve
- 1-time 25% discount on CPC store purchase of \$25 or more

If serving with us for two (2) days, INCM will provide:

- 1 complimentary conference registration
- 2 volunteer shirts
- meals for 2 full days
- 1 night hotel stay (double occupancy room)
- CD or MP3 of 4 breakout sessions you may have missed during your serve
- 1-time 25% discount on CPC store purchase of \$25 or more

If serving with us for three (3) or more days, INCM will provide:

- 1 complimentary conference registration OR 1 complimentary Experience Kit
- 2 volunteer shirts
- all meals during your serve
- 3-5 nights hotel stay (double occupancy room) based on serving position

- 1-time 25% discount on CPC store purchase of \$25 or more

Job Descriptions: Job descriptions are detailed below for each position. Please consider your physical capabilities when selecting a physically-demanding position such as set-up, prayer experience, AV Tech, etc.. (complete job descriptions will be given out when applications are accepted)

AV/Tech Team

- **Responsibilities** - Unpack, organize, and prepare precon and breakout equipment (sound systems, screens, projectors and DVD players). Distribute and set-up all equipment in precon and breakout rooms. Monitor equipment function. Monitor potential safety & security concerns with equipment, such as cords and wires, and address/report to the Team LEAD immediately. Assist with the recording of each session. Tear down and pack up all breakout equipment after the final breakout session.
- **Physical Requirements** - Must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have experience with AV equipment and a basic knowledge of computers, audio systems & projectors. Experience with apple computers recommended, or a willingness to learn. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the AV/Tech Team LEAD.

Breakout Room Host(s)

- **Responsibilities** - Deliver presenter and participant materials to the breakout room. Arrive at your assigned breakout room 30 minutes prior to the start of the session. Greet the presenter and assist with recording microphone and alert the AV/Tech team of any issues. Post the breakout sign 15 minutes prior to the start of the session. Greet attendees and distribute presenter handouts as needed. Collect evaluations at the end of the session. Keep the presenter on schedule; start on time & give a 2 and 5 minute warning prompt to end the session. Remain inside or just outside the breakout room for the duration of the session. Communicate concerns or potential issues to the Training Director, Michayla White. Each host(ess) will be responsible for 1 room.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Breakout Volunteer LEAD.

Church Tour Host

- **Responsibilities** - Host the group of attendees on the tour beginning and ending at the convention center. There will be 3 stops along the way, and a lunch break. Account for all attendees throughout the tour. Greet each church representative and assist the attendees with church check-in as needed. Collect copies of any handouts & return them to the INCM staff. Be the main point of contact for the bus company and each church representative for the day.
- **Physical Requirements** - Must be physically able to do minimal lifting & stair climbing, and be able to sit, stand and/or walk for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Training Director, Michayla White.

Coaching Host

- **Responsibilities** - Monitor the coaching sessions and greet & check-in attendees for their appointment. Michayla, anything else?
- **Physical Requirements** - Must be physically able to do minimal lifting & be able to stand, walk, and/or sit for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Training Director, Michayla White.

Driver/Runner Assistant

- **Responsibilities** - Provide transportation to and from the airport for VIP guests. Run errands for the INCM staff as requested. Coordinate schedule with the LEAD Driver/Runner to efficiently fulfill the duties of the position while also receiving meal breaks.

- **Physical Requirements** - Must be physically able to move or lift heavy objects, be able to endure long periods of driving, and be able to stand and/or walk for long periods of time.
- **Expectations** - Must be prompt and professional. It helps to have a welcoming smile and hospitable personality. Early morning and late night schedules are likely. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Driver/Runner LEAD.

Floater

- **Responsibilities** - This position would be very flexible in duties and schedule. Floaters would be expected to be available for duties as they come up, and/or replacing other volunteers who cannot fulfill their requirement due to absence or illness.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time. This position could potentially need to assist with heavy lifting, and would be assessed based on person and duty.
- **Expectations** - Must be flexible and have a willing spirit of service. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - Until deployed or redeployed, this position would report to the Volunteer Coordinator LEAD.

Guest Services

- **Responsibilities** - Greet attendees and provide assistance to them as needed. Receive evaluation forms, monitor lost & found, and receive next year's pre-registration forms. This team may double up with the Registration Team at the beginning of the conference if desired. This team will remain in place after check-in has closed.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have a welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Registration LEAD.

General Session Merchandise Sales

- **Responsibilities** - Assist General Session Speakers with unpacking, organizing, and preparation of merchandise tables. Sell merchandise for the General Session Speaker after each session. Process credit cards and make change on cash sales. Inventory and pack remaining product and materials after 45 minutes.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Knowledge of ipads & Square, and cash handling are helpful. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the General Session LEAD.

Preconference Room Host(s)

- **Responsibilities** - Deliver presenter and participant materials to the precon breakout room. Arrive at your assigned breakout room 30 minutes prior to the start of the session. Greet the presenter and assist with recording microphone, and alert the AV/Tech team of any issues. Post the breakout sign 15 minutes prior to the start of the session. Greet attendees and distribute presenter handouts as needed. Collect evaluations at the end of the session. Keep the presenter on schedule; start on time & give a 2 and 5 minute warning prompt to end the session. Remain inside or just outside the breakout room for the duration of the session. Communicate concerns or potential issues to the Training Director, Michayla White. Each host(ess) will be responsible for 1 room.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Breakout Volunteer LEAD.

Prayer Experience

- **Responsibilities** - Unpack and set-up the prayer experience stations. Ensure the vision of the prayer experience is laid out for success. Tear down and repack the stations onto the truck at the end of the experience.
- **Physical Requirements** - Must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time.

- **Expectations** - Should have the ability to follow written & diagram directions for setting up the prayer experience stations. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees
- **Reports to** - This position reports to the General Session LEAD.

Prayer Partners

- **Responsibilities** - Be available to pray with attendees after each general session. You may also make yourself available to pray with speakers, volunteers, INCM staff members, and attendees throughout the conference at will.
- **Physical Requirements** - Must be physically able to stand and/or walk for long periods of time. This can also be a sitting position if needed.
- **Expectations** - Must have a welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the General Session LEAD.

Registration

- **Responsibilities** - Unpack and set-up for conference check-in. Greet and check-in attendees. Provide assistance to the attendees as needed. Receive evaluation forms, monitor lost & found, and receive next year's pre-registration forms. This team may double up with the Guest Central Team as check-in and registration will close after the start of the second General Session.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to stand and/or walk for long periods of time.
- **Expectations** - Must have a welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the Registration LEAD.

Resource Center Assistant

- **Responsibilities** - Check-in the Resource Providers, handing out name badges, supplies, schedules, etc.. and answer questions for the Resource Providers as they set up. Confirm booth locations and communicate questions and concerns to the INCM staff member responsible. Monitor the door of the Resource Center keeping conference attendees out of this area when it is closed and/or the Resource Providers are setting up. Report any suspicious activity to the INCM staff member responsible as needed. The Resource Center LEAD and Assistant should coordinate schedules to alternate between staying in the Resource Center, attending breakouts and general sessions, and meal breaks.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to sit, stand and/or walk for long periods of time.
- **Expectations** - Must have welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Lodging** - This position reports to the Resource Center LEAD.

Set-Up & Teardown - we would love for any volunteers arriving early to the conference to assist us with setting up the conference in many different ways!

- **Responsibilities** - Assist with unpacking, organizing, and preparation of supplies from the truck. This could include the INCM office, registration, media sales, merchandise, and prayer experience.
- **Physical Requirements** - Due to the variety of duties to perform, some volunteers must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time. There will also be sitting responsibilities available for those who cannot lift heavy items.
- **Expectations** - Flexibility and patience are key in this role. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees
- **Reports to** - This position reports to the Events Director, Tracy Baer.

Store Team Member

- **Responsibilities** - Assist with unpacking, organizing, and preparation of merchandise tables. Assist attendees with merchandise purchases. Process credit cards and make change on cash sales. Inventory and pack remaining product and materials at the close of the conference.
- **Physical Requirements** - Must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time.
- **Expectations** - Knowledge of ipads & Square, and cash handling are helpful. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees
- **Reports to** - This position reports to the Store LEAD.

Usher

- **Responsibilities** - Place pamphlets & materials on the general session chairs as needed before each session. Remove these materials after each session and return them to the Volunteer Coordinator LEAD. Monitor the doors of the general sessions watching for name badges. Welcome the attendees as they enter the general sessions. This position may also double as a floater or another volunteer position as assigned or desired.
- **Physical Requirements** - Must be physically able to do minimal lifting and be able to sit, stand and/or walk for long periods of time.
- **Expectations** - Must have a welcoming smile and hospitable personality. Please be prepared to pray for and with your team, other volunteer team members, INCM staff, and conference attendees.
- **Reports to** - This position reports to the General Session LEAD.