



Volunteer Staff Program Information - CPC 2018  
Caribe Royale, Orlando, FL  
January 16-18, 2018



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. 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. Our prayer for you is that you will be filled by your experience, learn something new, connect with others in the kidmin community, and leave with the satisfaction that you served as God's hands and feet.

*SO WHAT'S NEW YOU ASK? PLENTY!*

So many exciting new things for CPC18! After reviewing the post-event surveys from the last CPC, we have made a few changes to the schedule. Because the schedule is different, the Volunteer Program also looks different. We're using a hybrid program of the last couple years.

In this packet, you will see a brief list & description of the positions we are looking to fill & what some of the responsibilities are. This year, we're asking for your flexibility, and will be assigning you positions based on the answers on your application. *Being thorough on the application will be critical!* **Please review the information carefully and prayerfully.** Please contact our Events Director, Tracy Baer ([tracy.baer@incm.org](mailto:tracy.baer@incm.org)) at any time if you have any questions.

*FOUNDATIONS*

Regardless of the position or length of serve, these apply to all volunteers.

**Dress Code:** We do require a dress code. It serves to help our attendees and the volunteer staff quickly and easily identify one another. Volunteer T-shirts will be provided to each volunteer staff member upon check-in. ***Please wear these shirts every day of your serve.*** Business casual slacks, capris, skirts, knee-length shorts, or nice jeans (denim should be free from holes, frays, or extreme fade) are acceptable bottoms. Be sure to wear comfortable shoes!

In previous years, INCM has allowed volunteers to wear past events' shirts or solid colored shirts. At this time, we are being very intentional about the look for the volunteer team, and ask that only the shirts provided at the conference be worn by a volunteer who is currently serving. If a volunteer is not serving, but attending the conference, please feel free to wear other clothing.

**Training:** All volunteer staff members will receive training from your Lead Team Member before the event, and go through an orientation and on-the-job training when you check-in to serve. We want you to be as prepared as possible, so rest assured, we'll make sure you have what you need. We are planning cross-training this year, and you'll receive a welcome packet upon check-in.

**Teambuilding & Fellowship:** Our goal this year will be to have as many volunteers report for duty on Monday, January 15, 2018 by 2pm in the afternoon. We are planning dedicated time for cross-training, team-building activities, fellowship, and dinner! We hear you... you want to know each other better & we're doing everything we can to facilitate this.

We have also created a private INCM Volunteer Facebook page to help us stay connected & conversing throughout the year. Once your application is accepted, you'll be invited to participate in this group.

**Meals:** INCM strives to be the best stewards of the money attendees pay to be at the event. We make a large financial investment in all of our volunteers by trying to cover as many meals & hotel nights, providing digital resources, offering a reduced conference price, and other related materials & supplies as we can. As a result, we are trying something very different this year which will require cooperation and patience by all.

INCM has reserved a villa and is working with a Staff-Level Volunteer Meals Coordinator to provide a grab-n-go-style breakfast and a simple lunch to all volunteers on Tuesday, Wednesday, and Thursday regardless of role or length of serve. Dinner will be served to all volunteers at the training & fellowship dinner Monday night, a "pizza party" on Tuesday night, and an "everything-must-go" leftover dinner on Thursday. **Wednesday's dinner is on your own.**

Where we will need cooperation and patience is that the villa cannot hold everyone at the same time. We will publish the times that the Hospitality Villa will be open for meals, and we will ensure you know the menu. Teams will need to work together to cover the work in the convention center while allowing rotating people to go out to the Hospitality Villa. We will do our best to provide for all dietary considerations. Please fill your plate and perhaps sit outside in the sun or on the patio. **The Hospitality Suite food MUST NOT go into the convention center. This is very important.** The on-site concession stand will be located near the main entrance to the convention center, and you may dine at any other on-site establishment or food truck at your own expense.

We know the walk to the villa is not the most convenient, but this allows for us to bring in our own food supplies & offer meals to every single volunteer.

**Travel:** Volunteer staff members are responsible for their own airfare and ground transportation.

**Lodging:** Based on your answers on the application, INCM may arrange your lodging and assign you a roommate, or there are circumstances under which you will be asked to make your own reservation within the Official CPC Room Block. If your benefit package includes hotel expenses and you will be staying with your church team, your family, or alone, you will be required to make your own hotel reservations within the Official CPC Room Block and you MUST provide your Caribe room reservation number as proof of your stay in the block to receive the benefit. INCM would pay the hotel directly for your approved nights at \$70/night/room. **Volunteers staying off-site will not receive any hotel or meal benefits.** INCM reserves non-smoking, double-occupancy rooms only. Volunteers will receive room/roommate assignments 14 days prior to the start of the event.

#### **Basic Conference Schedule:**

Monday, January 15, 2018	volunteer training & fellowship day with early check-in open in the evening resource center setup day
Tuesday, January 16, 2018	general session, coaching appointments, and prayer experience in the morning resource center grand opening & open hours as well as another general session in the afternoon/evening
Wednesday, January 17, 2018	general session and breakout sessions in the morning resource center open all day breakouts and another general session in the afternoon/evening
Thursday, January 18, 2018	general session and breakout sessions in the morning resource center open all day breakouts and final general session in the afternoon/evening teardown

**Conference Registration:** All volunteers will be required to register for CPC18. The volunteer price this year is a flat \$99 per person. The discount code & instructions will be in the benefit information of your agreement.

### *VOLUNTEER TEAM ROLES & BENEFITS*

**Volunteer Team Members:** There are many different roles available to serve in; roles suited for every age (18+ up only), physical ability, and gifts & talents. Please complete the Volunteer Application completely so we can match you up with your ideal serving role. The sooner we receive your application, the better the chances are for you to serve for your desired role. A phone interview may be requested, especially if this is your first time serving with INCM. Each year we have more volunteers than we have positions for, but we try very hard to include as many people as possible.

**Serving Benefits:** An event of this magnitude would not be possible without the dedication and service of the volunteer team members. 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, considering your schedule and budget.** Benefits received will differ based on role, length of serve, and level of responsibility assigned.

**Potential benefit options:** (specific benefits based on role, length of serve & responsibility will be outlined in your Volunteer Agreement)

All volunteers will receive:

- a volunteer shirt for each day of your serve
- access to the grab-n-go breakfast in the Hospitality Villa on Tuesday, Wednesday & Thursday
- access to the simple lunch in the Hospitality Villa on Tuesday, Wednesday & Thursday
- dinner on training day, Monday
- access to the pizza party dinner on Tuesday
- access to the everything-must-go leftover dinner on Thursday
- a \$99 flat rate conference registration price
  - **(discount code will be provided - you cannot have already registered, credits and refunds will not be given)**

These benefits will vary by role, length of serve & responsibility:

- a coupon for complimentary digital downloads of your choice or a digital experience kit
- partial or full coverage of hotel night(s) - incidentals not covered
- a one-time 25% discount at the CPC store of a purchase of \$25 or more

**Potential Positions:** INCM will assign roles based on your application so please be thorough.

- AV/Tech Team Members - ***this position requires specific skills and we need MANY of these volunteers please!***
  - these positions include team leads, audio specialists, video specialists, recording techs, and runners
- Check-in/Guest Services
  - these positions include ipad check-in stations and distributing handbooks, buttons, name tags & lanyards, and conference shirts
- Church Tour Hosts
- Coaching Hosts
- Driver/Runner
- Keynote Speaker Merchandise Sales
- Liaison between INCM & our board
- Meals Team Assistants
- Prayer Experience Team Members
- Production Assistant
- Resource Center Hosts
- Room Hosts
- Stage Manager
- Store & Media Sales Team Members
- Ushers
- Volunteer Counter Hosts

#### *BASIC POSITION DESCRIPTIONS*

**Position Descriptions:** A basic position description for each duty is listed below. Upon assignment, you will receive a detailed position description for review before signing an agreement. Please be sure to list any physical limitations and gifts & talents on the application. All volunteers should be prepared to pray with and for the team members, INCM staff, and conference attendees.

#### **AV/Tech Team Members**

- ***Responsibilities*** - Setup & teardown, calibrate, record, troubleshoot, monitor and maintain audio and video equipment. Distribute and move equipment between rooms. Record sessions and turn in the SD cards to be edited. Teardown, inventory, and pack up all 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 audio and video equipment, a basic knowledge of computers, microphones, screens & projectors.

#### **Check-in/Guest Services Team Members**

- ***Responsibilities*** - Unpack and set-up for conference check-in. Greet and check-in attendees. Assist attendees with retrieving their name tags, lanyards, handbooks, buttons, and t-shirts. Guest Services includes answering questions, lost & found, and customer service.
- ***Physical Requirements*** - Some lifting, standing, sitting, and walking.
- ***Expectations*** - Must have a welcoming smile and hospitable personality. Knowledge of or willingness to learn ipads for electronic check-in. Traffic ebbs and flows so be prepared for breaks between the action.

#### **Church Tour Hosts**

- ***Responsibilities*** - Host attendees as they travel by bus to the different church locations. Provide enthusiasm and energy to the trips. Collect any printed materials and help attendees get checked-in as needed at the churches. Try not to lose anyone along the way.
- ***Physical Requirements*** - Minimal standing, sitting, and some walking.
- ***Expectations*** - Must have welcoming smile and hospitable personality. Ability to get a crowd riled up is a good thing.

### Coaching Hosts

- **Responsibilities** - Monitor the coaching sessions and greet & check-in attendees for their appointment. Keep the coaches on time. Escort attendees to their appointment location. This year there will be 100 concurrent sessions per hour.
- **Physical Requirements** - Minimal standing, sitting, and walking.
- **Expectations** - Must have welcoming smile and hospitable personality.

### Driver/Runner

- **Responsibilities** - Make runs between the hotel and the airport to pick up or drop off VIP guests. Run errands as needed for the INCM staff or Meals Coordinator.
- **Physical Conditions** - Must be physically able to move or lift heavy objects, able to endure long periods of driving, and 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.

### Keynote Speaker Merchandise Sales

- **Responsibilities** - Assist Keynote Speakers with unpacking, organizing, and preparation of merchandise tables. Sell merchandise for the Speaker after each session. Process credit cards and make change on cash sales. Inventory and pack remaining product and materials.
- **Physical Requirements** - Lifting of merchandise supplies, standing, sitting, and walking.
- **Expectations** - Knowledge of ipads and cash handling procedures preferred.

### Liaison between INCM Staff & Board Members

- **Responsibilities** - \*\*this role requires 2-5 hours per week for the 4 weeks leading up to CPC\*\* Assist the INCM Staff with arranging Board Members' flights, ground transportation, and hotel arrangements. Capture & distribute Board Members' schedule for the week including serving times, meetings, meals, etc.. On-site, assisting Board Members as needed like an Administrative Assistant.
- **Physical Requirements** - Minimal standing, sitting and walking.
- **Expectations** - You are a direct representative of the INCM Staff to the Board Members. Your behavior and actions should respectfully reflect that. The gifts of hospitality and flexibility are needed. This role may encounter sensitive information that must remain confidential.

### Meals Team & Assistants

- **Responsibilities** - Assist the Meals Coordinator with shopping, preparation of meals & coffee, maintaining cleanliness of the Hospitality Suite, refreshing supplies, pick up or meet food deliveries. Ensure NO FOOD goes into the convention center. Greet and love on the members of the Volunteer Team. The INCM Staff and Board Members will also drop in for food.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Expectations** - Must have welcoming smile and hospitable personality. Early morning and late evening hours will be needed.

### Production Assistant

- **Responsibilities** - Assist the Stage Manager, work with the speakers, ensure video feed to greenroom is functioning. Assist with speaker props and equipment.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Expectations** - Must have a welcoming smile and hospitable personality. Ability to troubleshoot.

### Resource Center Hosts

- **Responsibilities** - Assist with check-in of the Resource Providers, answering questions as needed. Monitor Resource Center hours, keeping conference attendees out of this area when closed and/or the Resource Providers are setting up. Report suspicious activity as needed. Greet attendees during conference, & help manage Resource Center activities such as Grand Opening and conference giveaways.
- **Physical Requirements** - Quite a bit of walking. Some lifting, standing and sitting.
- **Expectations** - Must have welcoming smile and hospitable personality.

### Room Hosts

- **Responsibilities** - Deliver presenter and participant materials to the breakout room. Greet the presenter and alert the AV/Tech team of any technical issues. Greet attendees and distribute materials as needed. 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. This year you will scan name tags as people enter the breakout rooms. Attendees will pre-register for a specific session.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Expectations** - Must have welcoming smile and hospitable personality. *\*\*this role will be expected to download the breakout check-in app onto their personal phones for the 3 days of the event\*\**

### Stage Manager

- **Responsibilities** - Escort speakers to stage, get them mic'd, remove nametags, and assist with props and equipment.
- **Physical Requirements** - Minimal lifting, standing, sitting, and walking.
- **Expectations** - Must have a welcoming smile and hospitable personality. Ability to troubleshoot. Previous stage managing or production experience preferred.

### Store & Media Sales Team Members

- **Responsibilities** - All members will be cross-trained to assist attendees with purchases of both Store Merchandise and Digital Downloads. Assist with unpacking, organizing, and preparation of the merchandise. Assist attendees with 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** - May need to move merchandise supplies. Some standing, sitting, and walking.
- **Expectations** - Knowledge of ipads & Shopify, and cash handling are helpful.

### 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 appropriate Organization. Monitor the doors of the general sessions watching for name badges. Welcome the attendees as they enter the general sessions.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Expectations** - Must have a welcoming smile and hospitable personality. Energy & enthusiasm to greet a crowd.

### Volunteer Counter Hosts

- **Responsibilities** - Assist with check-in of the Volunteers throughout the 3 days of the conference. Handout t-shirts, schedules, maps, welcome packets, and answer questions. Be in constant communication with the Volunteer Coordinator to deploy and redeploy volunteers as needs change.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Expectations** - Must have welcoming smile and hospitable personality.