Volunteer Position Summary

Volunteers in this role will be responsible for checking-in alumni who’ve previously registered for Homecoming weekend online, and for registering new alumni who did not register beforehand. Volunteers will also be responsible for training and overseeing student volunteers working at the registration desk.

The Homecoming Meet & Greet in Grant Hall is a great opportunity for alumni to check-in, let us and their classmates know they’ve arrived, and mix and mingle with other returning alumni and students. This opportunity may be the first event that many alumni will attend, and therefore should set a positive, inclusive, and welcoming tone for the weekend.

Major Duties & Responsibilities

- Train student volunteers on the registration process, to ensure an efficient and seamless registration experience for guests.
- Greet alumni to ensure their Homecoming experience begins on a positive note.
- Check-in or register alumni for weekend activities on a laptop, as per training instructions.
- Give each alumni registrant an Alumni Card, found at the registration table; alumni will be able to use these for access to any campus pubs.
- Answer general questions about Homecoming events to ensure alumni are informed and feel comfortable with their weekend itinerary.
- Thank alumni for attending, provide them with their registration bag, reunion pin (ensuring it is the correct year) and program booklet containing the weekend’s event schedule.
- Provide Tricolour Guard alumni with special nametags and weekend package, including football tickets.
- Provide 50th Reunion alumni (1967) with their 50 year medals.
- Provide 0, 5th and 25th Reunion alumni with their weekend goodies.
- Oversee student volunteers, answering questions, and providing support as needs arise.
- General trouble-shooting and logistics support as needed; questions/ concerns that cannot be answered at check-in stations can be referred to the Solutions Table. To ensure efficiency, we ask that Check-In Leads remain at their assigned area at all times (rather than escorting alumni to the Solutions Table).

Skills Required

- Previous Homecoming registration experience and/or knowledge of Exware / Advance and Smartsheet is an asset
- Comfortable working with technology
- Outgoing, friendly personality
- Works well in teams
- Detail-oriented
- Ability to focus and to answer questions in a fast-paced environment
- Familiarity with various campus locations

queensu.ca/alumni/homecoming
reunions@queensu.ca
Strong familiarity with the Homecoming program and the weekend’s many events
Familiarity with the latest news, particularly student programs, at Queen’s University
Strong interpersonal skills
Comfortable interacting with elderly people
Respectful, patient demeanor
Adaptability

Skills Acquired

Event administration experience
Leadership experience
Customer service experience

Expectations

Volunteers are expected to sign in at the Volunteer Lounge (Kingston Hall Reflection Room) where
they will be provided with a red vest and any last-minute instructions; please be sure you arrive on
time!
Dress code: Red volunteer vest, comfortable, casual, Queen’s colours encouraged!
NOTE: Sometimes, external factors (e.g. weather, number of attendees, event logistics, etc.) may
necessitate changes to an event or to a volunteer’s on-site duties. Please be prepared to expect the
unexpected and to be flexible if necessary!

Time Commitment

Volunteers are expected to arrive on time for their scheduled shift. Shifts are between 2.5 – 4 hours in
length. (A reminder with your actual shift time(s) is included in your registration confirmation email).

Additionally, all volunteers are required to attend a one-hour orientation session prior to Homecoming
weekend.

Staff Partnership

Jess Koehn – Administrative Assistant, Reunions
Cell: 613-985-0519 | Email: jk111@queensu.ca

Julie Heagle – Volunteer Relations & Reunions
Email: Julie.heagle@queensu.ca

Benefits

Complimentary refreshments at this event
Opportunity to be a part of a Queen’s tradition
Volunteer travel thermos

queensu.ca/alumni/homecoming
reunions@queensu.ca