STAFF VOLUNTEER POSITION DESCRIPTION
Meet & Greet Set-up & Packing Logistics Volunteer

Volunteer Position Summary

The volunteer in this role will be the primary overseer of both the Friday morning set-up for the Homecoming Meet & Greet at Grant Hall and the tear-down/pack-up when the event wraps up at 12 pm on Saturday. This role allows the Event Coordinator and the Registration Coordinator the opportunity to provide excellent customer service to any alumni and guests who arrive early on Friday or late on Saturday, outside of the event hours. The volunteer in this role will provide valuable assistance to maintain smooth, efficient event transitions at very busy times of the weekend.

Major Duties & Responsibilities

- Act as the on-site contact for Purtell, coordinating drop-off and pick-up of inventory into and out of Grant Hall. Refer to Registration Coordinator as needed.
- Assist with the organization of Meet & Greet registration materials and display elements, directing fellow volunteers with friendly and efficient leadership.
- General trouble-shooting and logistics support as needed.
  
  **SET-UP (Friday morning):**
  - Assist with coordinating and organizing on-site set-up.
  - Ensure that incoming registration supplies and materials being brought in by Purtell are placed in the right area and then unpacked/set-up in a way that allows for tidy and efficient access for volunteers.
  
  **TEAR-DOWN/PACK-UP (Saturday around noon):**
  - With direction from the Registration Coordinator, coordinate and organize on-site pack-up.
  - Ensure that any supplies/materials that are being picked up by Purtell have been boxed or packed in delivery bins, on time for scheduled pick-up.
  - Provide direction to Purtell employees regarding delivery of boxes and bins from Grant Hall to Old Meds/Summerhill.

Skills Required

- Knowledge of the Meet & Greet 2017 Detailed Sequence, Supplies List, and Event Layout
- Previous Meet & Greet volunteer experience
- Ability to maintain a professional, patient demeanor when dealing with challenging situations
- Ability to adapt creatively to unexpected situations
- Ability to focus, delegate tasks efficiently, and direct volunteers in a fast-paced environment
- Comfortable with light to moderate lifting and physical activity
- Familiarity with storage areas for supplies and materials
- Strong familiarity with the Homecoming program and the weekend’s many events

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Skills Acquired

- Event administration experience
- Volunteer leadership 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 – 3 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 general orientation session, as well as an additional 45 minute, one-on-one training session and “Detailed Sequence walk-through” with the Registration Coordinator** prior to Homecoming weekend.

Staff Partnership

Jess Koehn – Administrative Assistant, Reunions & Homecoming Registration Coordinator
Cell: 613-985-0519 | Email: jk11@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
- Opportunity to provide guidance and support to student and staff volunteers onsite
- Volunteer travel thermos

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