

Looking Back to Look Ahead



Conference Staff Guidelines

IAEM 69th Annual Conference & EMEX

**October 15-22, 2021
DeVos Place Convention Center
Grand Rapids, Michigan**

Dear IAEM member,

Thank you for applying to participate as Conference Staff. The following document is an executive summary of requirements and expectations for conference staff. Please familiarize yourself with the information below. If you have any questions after reading through this summary, please contact our staff coordinator, Chelsea Steadman at chelsea@iaem.com.

Sincerely,

Mike Gavin & Duane Hagelgans

IAEM Conference Committee Chairs

IAEM Annual Conference and EMEX

The IAEM 69th Annual Conference and EMEX will be held in Grand Rapids from October 15-22, 2021 at the DeVos Place Convention Center. The theme for 2021 is “Looking Back to Look Ahead”.

The Conference is supported by a number of groups within IAEM including:

- IAEM Staff
- IAEM Board
- IAEM Conference Committee

As a member of the Conference Staff, you will support the overall mission of the conference and ensure that guests, members, and attendees have a quality experience. Conference Staff are such an essential component to the conference’s success (and receive a generous registration discount). We expect you to fulfill your obligations in full once you commit to participating in the conference.

All IAEM members and support staff are expected to conduct themselves with respect, commitment and professionalism at all times. This commitment should be seen as a job. Please do not apply to become Conference Staff if you are unsure if you will be able to attend the conference.

Benefits

Conference staff will receive a *\$25 registration fee discount* for each hour worked. You will not be compensated for any hours worked which exceed the value of the registration fee, nor will you be compensated if you are unable to work your selected shifts.

Additionally, taking advantage of this opportunity provides a forum for networking with a variety of professionals in emergency management and homeland security.

Conference Staff Registration

Conference Staff must be an IAEM member in good standing. You will need to register online for the conference as an attendee in addition to applying to be conference staff. When you register, you should indicate that you will “pay by check.” However, no payment is due prior to the conference. After the conference, IAEM will send an invoice to anyone who still owes (for conference registration) after the discount is applied. If you inadvertently paid for the conference, you will receive a reimbursement for the difference of the hours you worked.

Viewing and Signing up for Shifts

You can sign up for shifts and view your shifts through this page:

<https://iaem.volunteerlocal.com/volunteer/?id=48879>.

If you are interested in being a Floor Manager, please email chelsea@iaem.com directly to express your interest.

Orientation Meeting

All Staff are expected to attend the mandatory onsite Orientation meeting that will be held on Sunday, October 17th from 2:30-3:30 pm (*onsite location to be determined*). If you have completed your hours prior to the meeting, you do not need to attend.

Conference Staff Attire

Conference Staff are required to purchase a conference staff shirt (\$25), to wear while on duty at the IAEM Conference. (*You may be exempt from this requirement if you have previously purchased a Conference Staff polo at a recent IAEM annual conference AND it is in good condition*). **Prior** to your first shift, you must pick up your shirt at the Conference Staff check-in table, in the registration area, or at the Conference Staff orientation meeting on Sunday, October 17th from 2:30pm. Please bring cash, check or credit card to pay for your shirt.

When you are working, you must wear your Conference Staff shirt, your conference ID badge, and khaki or black pants. Be sure to tuck in your shirt and wear your badge where it can be seen (not on your belt). We ask everyone to be well groomed, professional and prepared to perform his or her assigned duties. After your shift, please change out of your Conference Staff shirt so you are not confused for a staff member who is on duty.

Conference Staff Conduct

You will be working with the IAEM staff and others to help ensure all aspects of the conference go smoothly and that conference attendees have a favorable experience. As representatives of IAEM, you will need to maintain a high degree of professionalism and pay special attention to customer service. We ask that you do not eat or chew gum while you are working. If your shift occurs during a meal function, we will provide you with an opportunity to eat. Additionally, we ask that you keep personal phone use to a minimum during your shifts.

Conference Staff Schedule

Applicants will receive an email with their draft schedule of hours when they initially sign up for shifts. More information about your shift location and duties will be provided in early October. Staff can view their shifts and apply for more through your volunteer portal: <https://iaem.volunteerlocal.com/volunteer/?id=48879>.

Please review your schedule prior to your arrival at the Conference. All Conference Staff are expected to arrive on time for their scheduled shifts. Remember, others are counting on you.

Getting Credit for Time Worked

In order to receive credit for your hours worked, you must check in and out at the registration desk with IAEM Conference Staff Coordinator Chelsea Steadman. Only those hours you checked in and out for will be used to credit money towards your registration fee.

Conference Staff Coordination

As the conference has grown, so has the need to coordinate and support the work of the conference Staff. IAEM staff member Chelsea Steadman is responsible for the overall coordination and supervision of conference staff. In addition, there are two-three Floor Managers scheduled Monday through Wednesday to coordinate Conference Staff efforts: an Operations Floor Manager, a Presentations Floor Manager, and/or a Store/Bookstore Floor Manager, each responsible for different areas of the Conference Staff program. Each position has a specific Floor Manager they can go to for assistance. IAEM staff and Floor Managers will have radios so that they can be contacted and are your best sources for assistance.

Roles and Responsibilities

The following is a brief description of the roles Conference Staff will fill during the conference. All roles may be required to set up and/or break down their designated areas.

Floor Manager

- Manages speaker liaisons/room chaperones ensuring schedules, locations and specific needs are met for conference presenters.
- Supervises EMEX entrance, “room spotters” during meal times, other conference staff assigned to coverage areas
- Coordinates activities with Conference Manager (Julie Husk) and Conference Staff Coordinator Chelsea Steadman

Registration Bag Stuffing

- Assist with setup prior to stuffing
- Stuff and store registration bags
- Bag stuffing will occur on Friday, October 15, 11 am-4 pm (*Times tentative based on facility availability*)

Registration Desk/Online Kiosk Registration Assistant

- Assemble registration bags, restocking and handing out as necessary
- Staff registration desk and assist IAEM Registrar

Room Chaperone

- Coordinates A/V set-up and other room issues with Floor Manager and A/V Assistant
- Helps attendees find seats, distribute handouts and acts as a door keeper during breakout sessions

IAEM Awards Presentation Assistant

- Assists IAEM Staff and Awards Chair with IAEM Awards presentations

- Organize and lay out the certificates and plaques in advance, help hand the correct award to the presenter.
- Coordinate with presenters in advance to ensure they are orchestrated per the script. Produce any last-minute on-site certificates in IAEM on-site office.

Basket Bonanza Manager

- Coordinate with Scholarship Program Director
- Confirm Regional, Council, and Chapter basket themes
- Perform onsite shopping with Scholarship Program Director, if needed, and if regions provide funds
- Assists with assembly of baskets, displays, and recruit/manage ticket sales force
- Set up displays including ticket bowls, basket signs

Basket Bonanza Table Assistant

- Staff the Basket Bonanza Table and supervise/track tickets to ticket sales force
- Sell tickets at the booth and in the hall and distribute items to winners

Scholarship Silent Auction Assistant

- Accept items for live and silent auction and complete paperwork for donor
- Help set up the silent auction and monitor the bid sheets
- Help close auction and notify winning bids

Live Auction Assistant

- 1 staff person to arrive 2 hours prior to auction and stay for entire auction; help setup and monitor area; organize and instruct student volunteers to demo items
- 2 staff persons to arrive ½ hour prior to auction and stay for entire auction: record auction prices, and winners numbers; assist with auction checkout; assist with credit card processing

A/V Assistant

- Set up tracking system for A/V and other equipment
- Help set up drop bags of A/V equipment for meeting spaces
- Assists with distribution, setup, and operation of A/V equipment

Digital Media

- Assist IAEM Digital team with live-streaming/recording of conference sessions (setup, teardown, camera operation)
- *Should have general knowledge and comfort with A/V equipment use.*

Floater

- Run errands and assist as needed such as filling in for other conference staff positions, purchasing supplies, transport staff and speakers
- *Must be 21 and have a driver's license*

IAEM Store/ IAEM Bookstore

- Assist with sales, inventory, and answer questions about merchandise
- Assist and support book signing events

EMEX Exhibit Hall Assistant

- Patrol aisles of the exhibit hall to constantly greet booth staff and ask if any assistance is needed
- Staff entrances; Keep aisle tidy; help visitors with Bingo game, explaining rules and helping to locate vendors
- Deliver a high level of customer service, ensuring exhibitors *and* attendees have a quality experience at the EMEX
- Troubleshoot any concerns with EMEX Exhibit Manager
- Assist with A/V including setup for Vendor Presentations during dedicated show hours

Crisis Technology Center *(ETC Members Only – Must have approval by CTC prior to signing up)*

- Support Emerging Technology Caucus for the Crisis Technology Center booth during EMEX breaks;
- *Must have computer/technology/social media experience.*

Preconference Setup

- Help to set up office and bag stuffing site on Friday, October 15th; must be able to lift heavy boxes
- Help set up IAEM Store/Bookstore *(see bookstore section)*