



Conference Volunteer Staff

Expectations, Policies, and Guidelines

In order to facilitate an excellent conference, SMS relies on having excellent volunteers. Below is a list of our core expectations for student conference volunteer staffers. All volunteer staff must acknowledge and adhere to these policies and guidelines. Note: This document has been modified in accordance with the changes necessitated by this year's virtual conference environment.

Qualifications

Conference volunteers **MUST** be enrolled full-time in their college/university to qualify for this opportunity. Preference will be given to 2020 SMS Student Members.

Availability

Volunteers will be scheduled to work approximately 10 hours total during the conference on October 26-30 and/or the week of Interest Group Sessions and Workshops October 19-25. Work hours will be assigned based on SMS needs and each volunteer's availability and presentation schedule. Volunteers must have availability to attend a scheduled Volunteer Orientation. Be aware that volunteers may be scheduled to work during research presentation, plenary, and networking sessions, causing the volunteer to miss some portion of these events. We will make every effort to stagger shifts to ensure that volunteers are able to attend a variety of activities.

Scheduling

Volunteers are responsible for working scheduled shifts and tasks as assigned. SMS staff will determine the best volunteer schedule for everyone based on volunteer availability and conference needs. Volunteers should make sure the volunteer coordinator is aware of any sessions in which they are presenting or any other schedule conflicts with the conference. Schedule changes are made by request only and must be made at least two weeks before the conference. If any changes are needed during the conference, they must be approved by the volunteer coordinator.

Orientation

All volunteers will participate in a scheduled virtual orientation 1-2 weeks before the conference. The orientation is designed to provide a framework for volunteering and familiarity with the conference platform. Volunteer assignments and training will be provided by the volunteer coordinator.

Equipment and Setup

Volunteers must be able to equip themselves with the supplies and set-up required for their duties, as SMS cannot supply this environment for them. Equipment needed to fulfill this role includes a computer or laptop, reliable internet connection, video camera, microphone (headset preferred), optimal web browser, email access, and a mobile device. A review of technology setup and environment will be completed during Orientation to ensure that all volunteers are set up for success.

Communication

Volunteers will use tools explained during the orientation session to remain in communication with the volunteer coordinator and SMS staff. This will expediate assistance in situations where a volunteer needs help, a question arises, or a situation moves out of the volunteers' purview and should be handled by SMS staff.

Attendance

Please arrive on time for scheduled shifts and check in with the volunteer coordinator.

Interactions While on Duty

While a volunteer is actively working a volunteer shift, conversations with other attendees should be in service of their volunteer duties. In this year's virtual environment, it may be possible for volunteers to watch presentation sessions while on duty; however, during one's shift, volunteer responsibilities must be prioritized over participation. Volunteers should respect the privacy of conference attendees. Volunteers are not to engage in any type of solicitation while serving the Strategic Management Society.

Dress Code

The dress code for SMS conferences is business casual. As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to conference registrants and the SMS community.

Duties for Conference Volunteer Staff

Volunteer staff should expect to be assigned a variety of responsibilities by the volunteer coordinator. Below is a list of some of the potential volunteer responsibilities. Volunteers should be comfortable participating in any of the responsibilities below.

Hospitality and Directional Support

Volunteers are responsible for providing hospitality support and giving directions to conference attendees as needed throughout the conference. Volunteers need to be very familiar with the virtual conference platform, conference schedule, networking activities, and other items that will contribute to an overall positive conference experience, including information about SMS for first-time attendees. Attendees may expect volunteers to have the answer to everything, so volunteers should familiarize themselves with the FAQs provided at orientation.

Platform Assistance

Volunteers will assist attendees with navigating and utilizing the virtual platform. This may include providing very basic technological support or elevating an issue to IT support or SMS staff when necessary. All volunteers should explore the platform ahead of time and become familiar with the platform's functionality.

Breakout Session Support

Volunteers will monitor sessions throughout their assigned shift to see that everything is functioning well, and that presenters and attendees understand the process for their session type and platform.

Networking Event Support

Volunteers may support the virtual networking events, answering basic questions, and facilitating networking opportunities for attendees.

Reporting of Issues or Misconduct

Volunteers should alert staff to any technical issues or problems that occur in conference. For the safety and security of SMS program attendees, volunteers will report to SMS staff any misconduct or harassment witnessed in the virtual setting.

Social Media Support

Volunteers may be asked to record quotes or discussion summaries or take screenshots of some sessions or plenaries for SMS social media platforms.

What do Conference Volunteer Staff Receive in Exchange for Their Time?

Our student volunteers receive several benefits, including:

Conference Registration Fee Waiver

Volunteers are provided complimentary admission to the SMS 40th Annual Conference, which includes access to all conference sessions and events. Please note that if the volunteer does not already have 2021 SMS Membership, the volunteer will be responsible for the membership fee that is bundled into conference registration.

**Any volunteer who has already paid for their conference registration will be given a refund of the conference fee upon their appointment to the volunteer staff role.*

Access to Conference Platform and All Recorded Sessions Post-Event

Volunteers may not be able to participate in live sessions that conflict with their volunteer duties, but a benefit of volunteering this year in our virtual environment is that volunteers will be able to watch any session that they may have missed on-demand.

Recognition

Volunteer recognition before, during, and after the conference and exposure within the SMS community.



Conference Volunteer Staff Application Form

Please apply via this SurveyMonkey <https://www.surveymonkey.com/r/L6T5RVZ> application form by August 10, 2020. Volunteers will be selected and notified in late-August.