

**THE
POWER
OF PARKS AND
RECREATION**



NRPA 2026 Annual Conference Volunteers

Philadelphia, Pennsylvania

Expectations of Volunteers

1. **Arrive on time** – Punctuality helps ensure everything runs smoothly.
2. **Treat everyone with respect** – Kindness and professionalism go a long way.
3. **Bring a positive attitude** – A good outlook can make any task more enjoyable.
4. **Be reliable** – We count on you to follow through on your commitments.
5. **Work as a team** – Collaboration is key to our success.



100 Level: Education, Meeting, Wellness Rooms & Volunteer Room
(110AB)

200 Level: Registration, Exhibit Hall, Meeting & Education Rooms and
General Sessions

300 Level: Meeting Rooms & Grand Ballroom

Volunteer Arrival

- Please arrive at least 15 minutes before your scheduled time. This will allow time for you to check-in, get your volunteer t-shirt and ask any questions you may have.
- The Volunteer Room is in room 110AB, on the 100 level of the Pennsylvania Convention Center.

- Volunteers should wear business casual, comfortable attired and clean, comfortable shoes (tennis shoes/sneakers are acceptable. Please wear your name badge and Volunteer vest during your volunteer shifts.
- Feel free to stop in the volunteer room any time to pick up your vest.
- Volunteers are responsible for their own snacks, meals and beverages. **Please** be sure to check your schedule and allow yourself time to eat or pack a snack if you are working extended hours.

Bag Stuffing

- Bag stuffing volunteers will place informational materials into conference bags.
- Bag stuffing will take place in the Registration area on the 200 Level of the Pennsylvania Convention Center in Grand Hall.



Best of the Best Ceremony

- Best of the Best ceremony volunteers will assist NRPA Staff with ushering attendees and groups to the Ballroom.
 - *Please check in at the volunteer room (110AB) and we will walk together as a group to the Grand Ballroom.*
- Shift Details
 - Wednesday, September 30
 - 5:30 – 7 p.m.
 - Level 3 Grand Ballroom of the Pennsylvania Convention Center

Exhibit Hall Snack Box Ticket Taker

- Volunteers will be responsible for collecting snack box tickets from attendees and help keep the distribution line moving to minimize wait times.
- Shift Details
 - Wednesday, September 30
 - 10:30 a.m. – 1 p.m.
 - Exhibit Hall Lunch Area

Floor Captain

Including PCW's & Speed Session

Room Host Arrival

- Ensure room hosts arrive on time
- Communicate when a room does not have a host

AV Assistance

- Relay when a room needs AV help
- Each floor captain will be placed in a general area for room hosts to find

Questions

- Communicate all questions through two-way radio

Flying Squad

- Flying squad volunteers will help fill in positions where additional volunteers may be need.
 - This may mean becoming a room host, floor captain or assisting any other area as needed.



General Session Ushers

Roles & Responsibilities

Badge Check

- Watch for attendees entering without badges
- Politely remind them a badge is required for entry

Need a Badge?

- Direct attendees to **Registration (Level 2)**

Welcome & Direct Attendees

- Help direct attendees to Level 2 Hall E
- Greet attendees entering the General Session

Shifts

Tuesday, Sept 29	8 – 10:30 a.m.
Wednesday, Sept 30	8 – 10:30 a.m.

 **Your goal: Create a welcoming first impression while helping attendees get where they need to go!**

Hospitality Attendant

- Answer general questions such as direction to the exhibit hall, general sessions, events and shuttles.
- Assist attendees by checking out/in mobility scooters and devices at the Hospitality Kiosk.
 - We will provide the kiosk with an information tablet that will have all general information listed.
 - NRPA staff and a member from the Local Host will be there to assist.
 - The Hospitality kiosk will be located on the 200 level of the near registration.
 - **NEW THIS YEAR** – A second smaller kiosk will be stationed on the 100 level

★ **Your goal:** Create a welcoming experience by providing helpful information, directions, and exceptional customer service.

Member Area Assistant & Swag Attendant

Roles & Responsibilities

Member Area Assistant

- Assist NRPA Staff
- Answering attendee questions
- Directing attendees



Swag Attendant

- Swap badge tickets for swag
- Answer attendee questions
- Support NRPA staff

Registration Area Line Usher

- Line Ushers will assist in the registration area with directing attendees to the correct registration counter (Pre-Registered or Onsite Registration) and may answer attendee questions as needed.
- **NEW THIS YEAR** – Refill tote racks with conference bags as they get low.
- Registration is located on the 200 Level in Grand Hall.





Session Room Host

- As a Session Room Host, your main duties are to:
 1. **Be on time.**
 2. Assist Speakers with introductions.
 3. Play Sponsor Video.
 4. Monitor room capacity and manage attendance counts.
 5. Notify the Floor Captain of any AV issues.
- Please arrive back to the room you are hosting at least **15 minutes prior to each education block starting** to greet the speaker and troubleshoot any AV issues.

Session Room Host: Room Capacity



- What should Room Hosts do when a room meets capacity?
 - **Close the Door:** If the room has reached its capacity and no more seats are available, close the door and politely deny entry, citing NRPA policy.
 - **Display Signage:** Place one of the “Session Full” signs on the door to inform attendees that the room is at capacity.
 - **Enforce Policy:** Ensure that no one stands on the sides of the room or sits on the floor. No additional chairs should be added to the session room.

If you encounter any issues or need assistance, please contact the Floor Captain.

Session Room Host: Session Evaluations and CEUs

1. **Download the NRPA Events App:** Get the app from the link [here](#).
2. **Select Your Session:** Open the app and choose the session you attended.
3. **Find Resources:** Scroll down to the "Resources" section.
4. **Evaluate the Session:** Tap on "Evaluate this Session."
5. **Complete the Evaluation:** Fill out the Session Evaluation form.
6. **Repeat:** Follow these steps for each session you attend to ensure you get credit for all your sessions.

Room Host Responsibilities A Review...

Check in the volunteer room 15 minutes prior to your shift. Pick up the *Room Host Script* for your assigned session and proceed to the room.



When you arrive at the session room, introduce yourself to the speaker(s), ask if they have questions, review the *Room Host Script* with them and ensure the room is neat.



Prior to the session start, *play the Sponsor video* and read the *Room Host Script*.

Room Host Responsibilities

A Review Continued...



Take a head count and be sure to note this on the attendance form located in the room.



Act as a moderator. Do your best to inform the speaker(s) when there are 15 minutes remaining in the session.



Assist attendees with where they can complete session evaluations using their phone app, laptop or tablet.



Check out of your shift immediately following the session.

Volunteer Room

(Room 110AB)

- **Check-In/Check-Out:** Assist with checking volunteers in and out for their scheduled assignments.
- **Distribute Vests:** Hand out Volunteer vests to volunteers.
- **Provide Direction:** Give Room Hosts their directions and hand out Room Host scripts.
- **General Information:** Offer general information to other volunteers as needed.
- **Express Appreciation:** Thank each volunteer as they check out at the end of their shift.

★ **Your goal:** Keeping things organized and ensuring everyone has the support they need!

Volunteer Checklist

Are you ready?



Review PowerPoint



Check-in Volunteer Room



Complete Volunteer Shift



Check-out Volunteer
Room

Thank you for your support as an NRPA Conference Volunteer!

Please Reach Out If.....

- You do not know your volunteer schedule.
- You need to cancel/change or add to your volunteer schedule.
- You have any questions!

Contact Chelsea Lapp at clapp@nrpa.org or events@nrpa.org



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