



**The 58th Annual Conference of the National Council on Education for the Ceramic Arts**  
Richmond, Virginia, March 20–23, 2024, Greater Richmond Convention Center

### **2024 NCECA VOLUNTEER HANDBOOK**

#### **Pre-Conference:**

- Candidates must first update/create an NCECA Online Account and then complete the 2024 Volunteer application.
- Once selected, Volunteers will be given a link to a Google sign-up sheet and have **72 hours to sign up for a volunteer position and register as a volunteer through the website (and pay the required \$55 registration deposit)**. If that deadline is missed, please contact [volunteer@nceca.net](mailto:volunteer@nceca.net)
- Your registration ID number (6-digit number) **is required** on the sign-up form **to hold your position**. If you do not put your registration ID on the sign-up, your name will be removed at the end of the day.

#### **Follow these steps:**

1. Put your name on the sign-up with the desired position.
  2. Register and pay the \$55 deposit.
  3. Return to the sign-up and add your 6-digit registration ID number.
- If no positions on the sign-up match your availability, please let the coordinator who contacted you know. They may place you on a waitlist for when an appropriate position opens or direct you to a different sign-up form. **DO NOT REGISTER** (and pay the deposit) until you have secured a position. Positions are often added right up to and during the conference.
  - Please be sure that your mailing address is correct in your record if NCECA needs to mail your volunteer deposit refund after the conference.
  - Repeat, and local volunteers may be asked to work in specific positions. They can decline the offer and work in a different position (if available).
  - Volunteers must work in all slots assigned to a position, totaling approximately 13 hours.
  - **Please consider any prerequisites or special skills needed for a position.**
  - The volunteer fee will be refunded after completing volunteer duties at the 2024 Conference in Richmond. Please allow up to 4 weeks for refunds to be processed.

### On-Site at the Conference:

- Volunteers must **check in at the Volunteer Desk** before the **start** of each assignment and **check out** when each assignment is complete **unless instructed otherwise**. The volunteer desk is in the main registration area.
- **If the assignment starts before the Volunteer desk is open**, go directly to the location of the assignment. Check-in at the Volunteer desk after your shift. **If the Volunteer desk is closed** during your shift, please sign out on the provided form at the volunteer desk.
- Be punctual! The scheduled check-in time is when you need to be at the Volunteer desk, allowing a cushion to get to your assignment. Promptness is essential.
- Understand that long hours of standing may be part of some shifts. Please be clear in your application or let the Volunteer Coordinator know if you have any physical limitations *before the conference*.
- Please feel free to utilize the Volunteer Break room to hang out, have a snack, or store your belongings (at your own risk)
- **All volunteers** are expected to be respectful of and sensitive to the needs of people with disabilities. This includes those with hearing impairment, who may identify themselves. Please be aware of designated seating for people with disabilities and assist those with hearing impairment in finding seating at the front of the meeting/lecture/presentation rooms.
- If you are provided an NCECA vest or bus tour apron, it must be **returned at the end of EACH shift**. Please do not keep the vests or aprons, or you will not get your registration deposit returned.
- **Volunteer Coordinators and NCECA staff will check on volunteers at their stations to verify that positions are being filled. Notations will be made on the Assignment Schedule of any volunteer who does not fulfill their assignment.**
- Volunteers who do not fulfill their assignment will not be refunded the \$55 fee and will be charged the onsite conference registration fee.

### Post-Conference:

- The conference deposit fee will be refunded after the position is completed, within 4 weeks following the conference.

**Any assigned volunteer shall forfeit the \$55 registration fee to NCECA in the event of cancellation. Membership will also be rescinded.**

### VOLUNTEER POSITION DESCRIPTIONS – may be subject to change.

Please pay attention to position prerequisites in **red font**.

### Badge Checker

- Controls entry into assigned areas not open to the public.
- You will be stationed at a specified location to check name badges, limiting access to those individuals' bearing credentials.
- **Only individuals wearing NCECA conference name badges** are to be admitted.
- Anyone without the proper name badge cannot enter the room - send them to registration if they take issue.
- Look at names and faces as participants enter the different areas. Badge checkers should also be aware of any apparent re-allocation of registration credentials between individuals (switching), which is strictly prohibited.
- Any individual wearing a badge with a name that appears inconsistent with their identity should be reported to convention center security or NCECA Staff.
- Since the break between most sessions is only 15 minutes, badge checkers' additional duty may facilitate the timely exit of attendees from completed sessions and enable the entry of audience members for the next session.

- The badge checker is responsible for keeping people flowing into and out of the room and not allowing **lingering in doorways**. Don't hesitate to communicate this with the attendees.

### Bus Hosts

- Rides the exhibition buses.
- Must be friendly and sociable.
- **Must be familiar with the area** where the buses are running and able to direct people to the venues when the bus arrives at a stop. This is very important if there are multiple venues at one stop. **(You will be given a script and map)**
- Let the riders know the name of the venues and the titles of the exhibitions, and give directions to the venues just before arriving at the stop.
- Routes can be obtained at [www.nceca.net](http://www.nceca.net) before the conference and will be provided to you onsite by the Volunteer Coordinator or tour operator.
- You must verify anyone boarding the bus at stops throughout the routes is a part of the tour or shuttle.
- Sometimes, the bus driver is from out of town and may need navigation help using a map or google maps.

### **There are two types of bus hosts:**

#### **Tour Hosts**

- Tour Bus Guides will always remain with the tour group (May go into the exhibitions with the group)
- Make it clear to your group that they must be on the bus promptly at the designated time or the bus may leave without them.
- Take a head count of your group and count everyone when re-boarding the bus.
- Please feel free to share your cell phone number with your tour group though it is not required.

#### **Shuttle Hosts**

- Shuttle guides will remain with the bus.
- Shuttle bus hosts will get off the bus at each stop and check the wristbands of each person boarding the bus

### Bus Floater

- A bus floater is scheduled in case an extra bus is added or an established bus volunteer cancels. If neither happens, the floater will double up on the bus with the established volunteer unless the Volunteer coordinator places them in another position.

### Bus Relief Host

- Will relieve Shuttle Bus Hosts for a break. Must perform the job descriptions listed under "Bus Host."

### Bus Ticket taker

- Will be stationed at the bus stop and take tickets from those boarding the buses. **Dress for the weather.**

### Conference Material Stockers (Tuesday Only)

- Ensure the registration area is stocked with conference bags and other needed materials.
- **Must be able to lift and carry boxes weighing up to 30 lbs. to and from the registration area.**
- Keep things flowing and organized and assist the registration staff when needed.
- May be stationed at a booth or electronic kiosk for part of the shift.
- May be asked to monitor and assist with line management.
- Must help to keep the bag stuffing room and the registration area neat and organized.

### **Demonstration Preparation, Set-up/Tear-down Assistants Usually starts on Tuesday**

- Will assist with preparation and delivery of materials and equipment, as well as removal.
- **This can be a physically demanding position - must be able to lift heavy items.**
- Materials and equipment should be labeled with the demonstrator's name, the day and time needed, and any other necessary information to facilitate sorting and placement for the demonstrations.
- A separate area in the hall will be draped off to store materials when not in use.
- **NOTE: All leftover materials and equipment must be removed on Friday, March 22, after 4:00p.m.**
- **Two positions are reserved for local Richmond Volunteers with cars to run errands and pick up needed materials.**

### **Exhibitor Check-in Assistant Usually starts on Tuesday**

- Assists the Resource Hall Manager in checking in exhibitors.
- Should be somewhat computer savvy, friendly, and a good problem solver.

### **Floater**

- Fills needed positions in the event of cancellations or added positions.
- May wear an NCECA vest. (Provided)
- May be assigned to a specific staff member; help with onsite purchase registration by handling name badges; available to give conference information and where-to directions.
- Maybe be asked to step in as a badge checker, usher, merchandise help, or another needed position.
- May be asked to run an errand for a staff or board member.

### **Gallery Expo Set Up and Take Down.**

#### ● **Reports on Monday**

- Assists in setting up the walls for the gallery expo; Dismantling and packing gallery expo walls; Assist galleries as needed.
- **Requires the ability to lift and carry 30 lbs.**
- **Must be familiar with hand tools.**
- **Note** – there may be some downtime while waiting for the truck to arrive or for galleries to pack up.

### **Greeter**

- Is assigned an area onsite to greet and assist conference attendees.
- Must wear an NCECA vest. (Provided)
- Must have good communication skills and enjoy talking to and meeting people.
- If stationed in registration, will walk around the registration area, ensuring people are getting where they need to be going and giving instructions for onsite registration.
- Will be provided with a map of the convention center and a daily schedule.
- Will work with both the help desk and the NCECA Staff.
- Will be on your feet most of the shift but can provide a chair if needed.

### **Help Desk**

- Will assist attendees with any questions and assist the Greeter when needed.
- **In most assignments, must have attended at least one NCECA conference prior. Some slots do not have this requirement**
- Conference materials and maps will be provided, and a laptop with internet access will help attendees acquire the needed information.
- Individuals may come to the help desk with questions or complaints. Help Desk volunteers will listen attentively and ensure they understand the needs of the individuals approaching them.
- Collect and potentially digitize comment/complaint forms. Collected comment cards will be passed on to the NCECA Conference Specialist, Tammy L Lynn
- Respond to questions about the time and programming locations by showing the attendee how to use the conference program guide and/or app.
- Any questions regarding policy or governance issues should be recorded on a comment form.
- Any incident reported that appears to be of an emergency status should be immediately reported to the Conference Manager, NCECA Staff, and/or convention center security.
- Will oversee lost and found and give the items to the Volunteer Coordinator or an NCECA staff member at the end of the day to be secured.

### Makers Space Artist Assistants

- Will assist artists and perform work that the individual Artist or the Area Coordinator requires.
- This can be a physically demanding position and requires the volunteer to be alert to the artist's needs.
- Must have consistent means of communication and follows instructions given by the Artist or Area Coordinator
- At the end of each demonstration, will remove leftover materials and clean up for the next round of demonstrations.
- Materials should be stored in the draped-off area for this purpose.
- Demonstrators' worktables must be covered with canvas, and care must be taken not to soil flooring.
- May need to lift heavy objects (clay boxes, equipment, etc.)
- Must be proficient in working with clay and handling ceramics tools, equipment, and objects. May require wedging clay and throwing forms on the potter's wheel.

### NCECA Merchandise Sales

- Will assist attendees with purchasing t-shirts, videos, publications, etc.
- Requires the volunteer to be outgoing, friendly, and professional.
- Will report to the Area Supervisor
- May involve setting up in the morning and taking down in the evening.

### Office Assistant

- **MONDAY and SATURDAY**
- Will assist the registration manager with unpacking and setting up the NCECA office on Monday and then packing and inventorying equipment and supplies for shipment to the home office.
- May need to lift heavy boxes.
- May be asked to run errands on foot outside of the convention center (printer, FedEx, etc.)

### Onsite Registration Assistant

- Will report to the registration manager and Registration Volunteer Coordinator.
- Will assist with onsite registration with any needs.
- May be managing the registration line and assisting attendees before their turn.
- Maybe be asked to fill in somewhere else if not needed at registration.

### Packet Preparation/Bag Stuffing

- **REPORTS ON TUESDAY MORNING**
- You will help unpack conference materials (programs, NCECA catalogs, advertisements, etc.) and stuff the conference bags.
- Will check in/check out with the Packet Insertion Manager.
- This may be a long shift - must provide your own food and drink.
- Lots of walking – wear comfortable shoes!
- Heavy lifting may be involved
- This can be a physically demanding position.

### Photographer's Assistant

- Will assist NCECA's photographer under their direction moving from location to location throughout the conference.
- Photography experience is not required.
- Meet the photographer at the designated location (TBD) when you check in for a shift.
- Promptness is required. If the photographer is running late, be patient and wait for them.
- Must be able to write neatly and legibly.
- Lots of walking – wear comfortable shoes!

### Pre-Reg Kiosk

- Will provide attendees with conference materials and assist with printing badges at pre-registration check-in.
- Must be comfortable with smartphones and common computer applications, e.g., to navigate between pages of the NCECA website or search for attendee information within the NCECA database.

### Projects Space Set Up and De-Install

- **STARTS ON TUESDAY**
- Will assist the artists with setting up and de-installation their project and cleaning the room.
- **Must be able to lift heavy materials.**

### Promotional Material Room attendant

- Will monitor the Promotional Materials room by checking in and ensuring it is neat and organized.
- Will look over the clipboard and put filled sheets at the back of the clipboard.
- Will monitor how many pieces are being dropped off (as best as can) Attendees will be limited to distributing no more than 500 pieces.
- No stickers permitted - please bring any stickers to the help desk.
- Will keep the tables orderly and neat.
- Will put all material left on Friday into a recycling bin at the end of the day.

### Student Portfolio Feedback Assistant

- Assists the Student Director at Large.
- Will check in with the students and mentors as they arrive for their scheduled appointment.
- Will ensure that the critiques stay on time as per the schedule.

### Student Critique Sign-Up Assistant

- Will assist the NCECA board member in signing up students for Portfolio Feedback Room time slots.

### Ushers

- Will be stationed just inside of meeting rooms. **Requires moving around or standing for the entire shift.**
- **IMPORTANT:** Must keep aisles, doorways, and backs of rooms clear of people standing and sitting on the floor – Fire code
- May wear an NCECA vest. (Provided)
- Will assist differently-abled individuals in obtaining a seat in designated meeting room areas.
- Will identify empty seats for attendees who are standing.
- Must be comfortable vocalizing to attendees and enforcing the fire code policies.
- **Wear comfortable shoes!**

### Volunteer Desk Assistant

- Will report to the Volunteer Coordinators and assist as needed.
- May assist with checking in/out volunteers.
- Will relieve the Volunteer Coordinator when needed.
- May be sent to fill in at another slot if needed.