



PMA CONFERENCE

VOLUNTEER DUTIES

OCTOBER 24 - 27, 2018
M RESORT | LAS VEGAS, NV



Who are the PMA conference volunteers?

Each year between 75 and 100 active PMA Members apply to volunteer at the Annual Meeting of the Pilates Method Alliance. Some are first time volunteers and others are dedicated repeat volunteers. This combination of new and experienced volunteers makes the experience fun and productive. New volunteers are ready for an adventure and repeat volunteers offer their expertise to create a harmonious team. Last year, the attendees of the Annual Meeting of the PMA inundated the PMA staff with compliments on what an enjoyable experience the Annual Meeting was! The atmosphere of congeniality and team effort comes from YOU, the PMA Conference Volunteer!



**PMA conference
volunteers help
make the PMA
Conference a
memorable
experience!**

Volunteer Job Descriptions

1. Greeters

Greeters play an important role in helping conference attendees locate meeting rooms. Greeters will be assigned to specific locations within the resort. You will guide people in the direction of their mat class or workshop, point out where the restrooms are, help attendees find the expo hall, and answer general questions about the conference. For this position you will need to know how to navigate the conference mobile app and have a good understanding of the layout of the resort property and meeting rooms. You will have access to a map of the property on the conference mobile app. Sometimes a conference can be split into separate floors or buildings. It is very important to go on a tour or take the time to explore the venue before your first shift begins.

NOTE: Volunteers who arrive early can be available to provide tours before the actual conference begins.

2. Floaters

A Floater may be asked to do any or all of the job functions notated here in this publication, so please read through each shift description. Floaters primarily fill in volunteers that are unable to make their shifts.

Volunteer Job Descriptions

3. Registration

Strong customer service skills are a MUST. The primary responsibilities at the registration desk will include welcoming attendees and assisting with check-in, helping attendees print their name badge, providing materials or items attendees have purchased, and general PMA staff assistance.

Attendees will be checking in and printing their own name badges ON-SITE. The equipment we are using is extremely user friendly but computer skills for this shift will be helpful.

Remember: Attendees will expect you to have the answer to everything, so familiarize yourself with the conference schedules, the conference mobile app, room locations, etc. Registration will be very busy, especially in the mornings. Detailed instructions will be given at the registration station.

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4. Proctors

As a session proctor, you will liaise with the presenters to ensure they have all necessary equipment and that everything is working properly, welcome attendees as they enter the session room, and notify PMA staff if anything is wrong.

Volunteer Job Descriptions

5. Scanners

As a session scanner, you will be scanning attendees into sessions using the QR code on their badge. Our CEC conference certificate will list only those sessions attended by the conference, attendees must remain in the session for its entirety to earn the CECs, and they MUST be scanned in. Session Scanners will be provided and entrusted with scanning equipment and will be in charge of scanning attendees into sessions.

This position is going to require that you are able to

- 1) Greet and scan attendees as they enter,
- 2) Troubleshoot simple problems with the devices,
- 3) Remain vigilant throughout the session and notate anyone leaving the session and
- 4) Have great customer service skills.



Volunteer Uniform



- We will provide two volunteer t-shirts

- You must bring your own pair of full length black pants (trousers, pants, exercise pants, yoga pants, etc.)

Important Notes

1. You must attend the Volunteer Meeting

The volunteer meeting is on Wednesday, October 24th from 7:00pm - 8:00pm in March 1& 2.

2. You must check in at the beginning of your shift

You are working either a morning block or an afternoon block. Prior to your first session check in at the PMA office in Milan 5.

3. The PMA Office is your home base

The PMA office is located in Milan 5.

4. You must arrive to all shifts on time

This one is self explanatory :)

5. You may attend sessions when you're not working

You are welcome to attend and enjoy sessions at the PMA conference while you are not scheduled to work (on a space available basis)