

NBMBAA® 41st Annual
Conference & Exposition

TRANSCEND
THE POWER *of* **YOU**



Empowered to Lead, Equipped to Succeed

Houston, TX | September 24 - 28, 2019

***GENERAL VOLUNTEER
CONFERENCE GUIDE
2019***



VOLUNTEER OFFICE INFORMATION:

Office Location:

George R. Brown Convention Center | 1001 Avenida de las Americas | Houston, Texas 77010 | GRBCC - 330AB

Office Hours:

Monday, Sept. 23rd – 8am – 8pm | Tuesday – Thursday, Sept. 24th – 26th - 6:30am – 8pm
Friday, Sept. 27th – 6:30am – 6pm

VOLUNTEER REGISTRATION STATION HOURS:

Location will be provided at a later date

Monday, Sept. 23rd, 8:00am - 6:00pm

Tue - Thurs, Sept. 24th – 26th, 7:00am - 6:00pm

(On-site volunteer registration will also be open following Volunteer Orientation on Sunday, September 22nd in the Volunteer Office.)

GENERAL VOLUNTEER ORIENTATIONS:

Sunday, September 22nd

Time: 3:00 pm – 4:30 pm

Location: *Will be provided at a later date*

*Monday, September 23rd

Time: 6:00 pm – 7:30 pm

*Tuesday, September 24th

Time: 10:00 am – 11:30 am

Time: 6:00 pm -7:30 pm

*Location will be made available at a later date

Table of Contents

<i>Guidelines & Procedures</i>	<i>Section 1</i>
Volunteer Guidelines & Procedures	3-5
• Dress Attire	
• Volunteer Orientation	
• Volunteer Badges	
• Volunteer Sign-in and Sign-out	
• Conference Access	
Sample of Daily Conference Events/Functions	6
Volunteer Roles & Responsibilities	7
<i>Volunteer Rewards System</i>	<i>Section 2</i>
Rewards	8
Double Time Zone	8
Volunteer Rewards Charts	9
<i>Volunteer Rewards Program</i>	<i>Section 3</i>
Rules and Disclaimers	10
Provisions of Earning Rewards	11
Volunteer Code of Ethics & Ethics Standards	12-13
<i>Frequently Asked Q & A</i>	<i>Section 4</i>
Frequently Asked Volunteer Questions	See Guide on the Volunteer Website

SECTION 1: VOLUNTEER GUIDELINES AND PROCEDURES

Volunteers are an essential component in the execution of our conference; they fulfill a number of functions that are important to the overall program. We appreciate the significant contributions that volunteers make to the success of our conference.

We are delighted that you have chosen to join the team of exceptional volunteers who will be contributing to the success of the 41st Annual Conference & Exposition.

Thank you for your willingness to serve as a NMBAA[®] volunteer!



REGISTRATION:

Volunteer registration launches with the Conference Registration.

On-site Volunteer Registration begins on Tuesday at the Volunteer Registration Station and in the Volunteer Office.

We utilize the Volgistics Volunteer Online System for Volunteer Registration, Deployment of Volunteers and Tracking Volunteer Hours.

**You may access Volunteer Registration at <http://www.nbmbaaconference.org/registration>
Click – Volunteer Tab**

- Step 1: Please complete the entire online volunteer registration form.
- Step 2: You will receive a “**Confirmation Thank You**” email.
- Step 3: Prior to the conference, you will receive an email containing your **SIGN-IN PIN NUMBER**. **This will allow you to check your Volunteer Assignment Details.** *You will be required to use this PIN to sign-in/out for volunteer assignments.* We ask that you get familiar with the content and bring it to the **Volunteer Orientation**.
- Step 4: Review Volunteer Assignment Details and bring a copy with you to the Volunteer Orientation onsite.
- Step 5: Contact volunteer@nbmbaa.org if you do not receive additional communication by regarding your volunteer pin number. **You will also receive weekly emails from us starting in the month of July. Take this opportunity to also update us on any changes to your commitment to volunteer.**
- Step 6: Attend one of the Volunteer Orientation Sessions given onsite.

VOLUNTEER OPERATIONS:

Volunteer Team Leaders (VTLs) are assigned to assist in managing volunteer opportunities. You will be assigned to a VTL to assist you in understanding guidelines. Your assigned VTL will assist you in fulfilling your volunteer responsibilities.

Volunteer related meetings, information, and deployment for volunteer opportunities will take place in the **conference volunteer operations office. This location will be made available at a later date.**

There will be a **Volunteer Registration Station for onsite recruitment of Volunteers.**

Volunteer email address: volunteer@nbmbaa.org

Volunteer Office Hours:

8:00 am - 8:00 pm (Monday)

6:30 am – 8:00 pm (Tuesday-Thursday)

6:30 am – 6:00 pm (Friday)

Volunteer Orientation Meeting(s):

There will be four Volunteer Orientation options during the week of Conference. Volunteers are **required to attend only one of the following volunteer sessions.**

Orientation Options:

Sunday, September 22nd | 3:00pm - 4:30 pm

Location: Will be provided at a later date

Monday, September 23rd | 6:00pm - 7:30pm

Tuesday, September 24th | 10:00am - 11:30am or 6pm - 7:30pm

Location: Will be provided at a later date

When to arrive to volunteer?

All volunteers should arrive **45 minutes** prior to your assignment to sign-in. Volunteer sign-in is held in the Volunteer Office, unless otherwise advised. Failure to arrive 45 minutes prior to working your assignment puts you at risk of **losing your assignment to someone on the Opportunities Waiting Listing.**

Attire:

All volunteers should wear black or dark colored slacks or skirts. You will be given a volunteer polo shirt to wear throughout the week during your shifts. Please bring comfortable shoes to wear.

NOTE: There are some volunteer assignments that will require **wear business attire.** Please be prepared by wearing black or dark colored suits or dresses.

Volunteers will change into their polo shirt in the nearest restroom. As an expression of appreciation, you may keep the conference shirt(s) as a memento, after working your assignments.

No jeans, baseball caps, hats, or athletic wear will be permitted.

SIGN-IN /SIGN-OUT PROCEDURES:

1. Upon arrival, proceed to the **Volunteer Office** to sign-in and to receive a briefing from your Volunteer Team Leader (VTL).
2. While in the **Volunteer Office**, stop by the **deployment station** for a listing of available opportunities for the day. **You may also proceed to volunteer registration booth to self-register at the kiosks or you may use the registration computer in the Volunteer Office.** *Please note, you must attend a briefing for each assignment you have selected.*
3. **SIGN-IN:** Volunteers will sign-in at the kiosks located in the Volunteer Office. You will simply need to type in your pre-assigned ID number. Only sign-in to the most current assignment you are scheduled to work. **NOTE: You may not sign- in more than 45 minutes before your scheduled shift.**
4. **After signing in**, the Volunteer Team Leader (VTL) on-duty will conduct a briefing and go over the job descriptions for your assignment. In addition, they will ensure that you get; a volunteer assignment badge, shirt, and any other pertinent materials that you may need.
 - Volunteers must wear the conference polo shirt and badge **at all times** throughout their shift.
 - Volunteers who will need to wear business attire based on specific assignments will be instructed by the VTL. This information is also post on the opportunity's selection site.
 - Asaforestated, the VTL will conduct a brief review of job description with his/her team before directing the Volunteers to their assignment.
 - The VTL will randomly check-in with Volunteers during their shift to assist in troubleshooting.
 - Volunteers must change in and out of their volunteer shirt in the nearest restroom.
5. During your shift, please be professional, helpful, and courteous at all times. Some assignments will require standing the entire shift and/or may not allow for a food break.
6. After you have completed **each shift**, you **MUST** return to the **Volunteer office to sign- out and return all badges.** (Those who fail to do so **will not be given credit for hours worked for** that shift (no exceptions). In some cases, you will be instructed to sign-in and out with your assigned VTL.

BADGE CODING:

Volunteers will receive a badge color coded for the day, which will display their assignment. The badge must be worn at all time during the shift. **For Security reasons, you are never to report to an assignment without a badge.** All badges must be returned to your VTL or to the Volunteer Office at the end of each shift. **NO EXPECTATIONS.**

ACCESS TO CONFERENCE:

You will **only** have access, **as a volunteer**, to the events, sessions or activities that **you work** and at the time, you are working. **Once you have completed your shift you are to report back to the Volunteer Office and sign-out.** You are welcome to stay in the Volunteer Office if you are working another shift the same day. Please note if you are not registered for any conference events on the day you are volunteering; **THERE ARE NO FREE EVENTS, SESSIONS OR ACTIVITIES** for you to participate in during or after conference hours.

SAMPLE OF DAILY CONFERENCE VOLUNTEER OPPORTUNITIES

Volunteers who did not get a chance to self-select volunteer opportunities will be given priority onsite, for available volunteer opportunities. These volunteers must report to the deployment station in the volunteer office any time after Sunday's orientation and during volunteer office hours.

Wednesday, October 5, 2011	Shift Time	Volunteers Needed	Location	Room	Notes	On-Site Lead
<i>Volunteer Booth</i> DOUBLE TIME ZONE	6:30am - 9:30am	3	GWCC	Reg Hall A/B	WB New Time	Kimberly
<i>Logistics Office</i> DOUBLE TIME ZONE	6:30am - 10:30am	4	GWCC	B301	7 signed up	Kimberly
	8:00am - 12:00pm	4		Various	GWCC; Marriott; Omni; WB New Opportunities	
<i>Registration</i> General DOUBLE TIME ZONE	6:30am - 10:30am	6	GWCC	Reg Hall A/B	WB New Time	Angela
<i>Corporate Partner One-On-One</i> DOUBLE TIME ZONE	8:30am - 6:00pm Open Registration	4	Marriott Marquis	500 Series	19 signed up	Larry
<i>PR & Marketing</i> DOUBLE TIME ZONE	8:30am - 12:30pm	2	GWCC	B319	WB New time; 25 signed up	Nicole Joleen
<i>Membership Booth</i> DOUBLE TIME ZONE	7:00am - 11:00am	3	GWCC	Reg Hall A/B	WB New Time; 8 signed up	Shani
<i>NBMBAA Institutes Registration- Entrepreneurial & Leadership</i> DOUBLE TIME ZONE	6:30am - 10:30am	4	Marriott Marquis	700 series	Registration Desk WB New Time; 27 signed up	Angela
<i>NBMBAA Institutes Breakfast</i> Entrepreneurial & Leadership- DOUBLE TIME ZONE	6:45am - 10:00am	20	Marriott Marquis	Atrium Ballroom	w/Noelle-Elaine Set-up 6 signed up	Mona

VOLUNTEER ROLES & RESPONSIBILITIES

Volunteers are asked to take on a variety of critical roles and responsibilities at the 41st Annual Conference & Exposition. Some of the overarching roles and responsibilities will be discussed at the orientation.

- Hospitality: Meet and Greet Conference Registrants
- Clerical Work Assignments
- Customer Service duties
- Stock & Inventory tasks
- Social Media and PR & Marketing
- Provide direction and information to Conference Registrants
- Maintain organize follow of traffic in all venues
- Assist special guests as directed
- Support Session Speakers as needed
- Event Setup and Breakdown
- Posting and Signage Hanging

SECTION 2: VOLUNTEER REWARD PROGRAM

In acknowledgment of your dedication and commitment as a Volunteer, we have established a Volunteer Reward Program. Volunteers can earn both onsite rewards redeemable at conference and rewards that are redeemable post conference. Our Volgistics System allows us to accurately track the date, time and total hours you have accumulated for all your volunteer assignments. Volunteers are notified immediately of onsite rewards based on total hours served. See following Reward chart on page 9. We will notify winners of Post Conference Rewards by January.

DOUBLE TIME ZONE-BONUS REWARD POINTS



Volunteers who work any shift between 6:00am and 8:00am will receive double time for the hours they worked. For Example: *If you work 6:00am to 10:00am, the portion of hours worked during your shift that falls between 6:00am and 8:00am will be doubled. So total hour credited to for this shift, would be 4 hours for 6:00am to 8:00am and 2 hours for 8:00am to 10:00am. Your total hours credited is 6 hours. This also true of hours worked after from 8pm on.*

CONFERENCE VOLUNTEER REWARDS

Onsite Rewards: a member of the Volunteer Operations Management Team will notify Volunteers immediately of onsite reward opportunities. All onsite rewards must be used before the end of conference. Please note: Volunteers can earn only one (1) onsite reward in Category 2.

Post Conference Rewards: Rewards redeemable post conference are assessed based on your membership status and the total number of hours you have served.

- All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward. *Once the designated quota of a rewards category is reached, no more rewards will be distributed for that reward's category.*
- **All rewards are non-transferable and must be redeemed prior to expiration date.** *(Failure to redeem your reward(s) by the indicated deadline, will result in expiration of the reward)*
- No rewards can be banked or carryover into another conference year.

2019 CONFERENCE VOLUNTEER REWARDS CHART

2019 ONSITE CONFERENCE REWARDS CHART

Rewards Category 1	Total Volunteer Hours	Rewards
CONFERENCE SESSIONS	WORK 8 HOURS IN ONE DAY	One (1) Complimentary Entry to a General Session
Rewards Category 2	<i>Volunteer can only receive on-site reward category 2</i>	
CAREER EXPO	WORK A TOTAL OF 12 HOURS BY THURSDAY	One (1) Complimentary admit to the 2019 Career Expo
Rewards Category 2		
FRIDAY: MBA® LIVE TICKET	WORK A TOTAL OF 12 HOURS BY THURSDAY	One (1) Complimentary MBA Live® Ticket

2019 POST CONFERENCE REWARDS CHART

Volunteers can only select one of the qualifying rewards in their category below:

Rewards Category 3	Total Volunteer Hours	Rewards
MEMBER REWARDS		
	35 or more	One (1) Complimentary NMBBAA® 2020 Premium Conference Registration & a 1-Year NMBBAA® Membership
	30 TO 34	One (1) Complimentary NMBBAA® 2020 Premium Conference Registration
	25 TO 29	One (1) Standard Registration (Career Expo Only Registration) for NMBBAA® 2020 Conference
NON-MEMBER REWARDS		
	45 or more	One (1) Complimentary Premium Conference Registration for the NMBBAA® 2020 Conference
	35 TO 44	One (1) Standard Registration (Career Expo Only Registration) for NMBBAA® 2020 Conference
	30 TO 34	One Year Complimentary NMBBAA® Membership
STUDENT REWARDS		
	45 or more	One (1) Standard Registration (Career Expo Only Registration) for NMBBAA® 2020 Conference
	35 TO 44	One (1) Year Complimentary NMBBAA® Student Membership

**Reward caps apply to all categories detailed above.*

SECTION 3: RULES, DISCLAIMERS, AND ETHICS CODES & STANDARDS

VOLUNTEER AGREEMENT

I understand and accept the terms of the rewards process.

1. All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward's category.
2. Once the rewards category designated quota has been reached, no more rewards will be distributed for that reward category.
3. All rewards are non-transferable and must be redeemed prior to expiration date. Failure to redeem your reward by the indicated deadline will result in expiration of the reward.
4. Standard Registration (Career Expo Only Registration) maybe limited to a one-day registration.
5. NMBBAA® reserves the sole discretion as to the day of entry for use of the onsite Career Expo Pass Reward.
6. NMBBAA® at their discretion, can change the type of reward at any time without prior notification to the award recipient.
7. No rewards can be banked or carried over to another conference year.
8. Cashed in rewards points cannot be used toward another on-site reward. You are allowed only one on-site reward from the same category and only one post-conference reward.
9. National Operations Team members and Local Conference Planning Committee members are not eligible to participate in the Volunteer Rewards Program.

PLEASE NOTE: NMBBAA® at its discretion can change the type of reward at any time without prior notification to the award recipient.

If you decide to lend the NMBBAA® your support by volunteering, we need you to honor your commitment to serve in that capacity.

I acknowledge, that I have read, understand, and accept the expectations, rules, and disclaimers. Furthermore, I agree to abide by the code of conduct and ethics outlined in this Volunteer Rewards Guide.

Agree to comply: Disagree to comply:

Please note if you disagree you cannot serve as a NMBBAA® Volunteer, however we respect your right to disagree and we thank you for your interest.

PROVISIONS OF EARNING REWARDS

Terms Include:

- Please note once you cash in your rewards points, they cannot be used toward another onsite reward. YOU ARE ALLOWED ONLY ONE ONSITE REWARD.
- All rewards are limited and are awarded based on the first group of individual volunteers who qualify for the reward.
- Once the NMBBAA[®] has reached a rewards category designated quota no more rewards will be distributed for that reward category.
- All rewards are non-transferable and must be redeemed prior to expiration date. Failure to redeem your reward by the indicated deadline will result in expiration of the reward.
- NMBBAA[®] has the sole discretion as to the day of entry to the Career Expo.
- PLEASE NOTE: NMBBAA[®] at its discretion can change the type of reward at any time without prior notification to the award recipient.
- No rewards can be banked or carried over to another conference year.
- National Operations Team members and Local Conference Planning Committee members are not eligible to participate in the Volunteer Rewards Program.

VOLUNTEER CODE OF ETHICS & STANDARDS

Volunteer Code of Ethics

The National Black MBA Association® is a non-profit organization dedicated to the enhancement and development of educational and economic empowerment. Participation in the conference's programs/activities are subject to the observance of the organization's rules and procedures. The activities outlined below are strictly prohibited. Any volunteer or participant who violates this Code is subject to discipline, up to and including removal from the program or event and/or any future involvement.

The NMBBAA® Code of Ethics covers a wide range of business practices and procedures. It does not cover every circumstance that may arise, but it sets out basic principles to guide all volunteers of the organization. All our volunteers must govern themselves according to the guiding principles of the Code of Ethics and seek to avoid even the appearance of improper behavior. The code should be thoroughly reviewed, signed, and followed by all volunteers of the organization.

This code adheres to all local, state and federal laws. If a common practice conflicts with this Code, it is the responsibility to report all violations immediately to the Conference Volunteer Operations Manager. Volunteers are responsible for understanding the requirements that apply to their selected assignments or duty as a representative of the NMBBAA®.

Those who violate the standards in this Code will be subject to progressive disciplinary action, up to and including possible termination of volunteer status. Furthermore, violations of the Code of Ethics may also be violations of the law and may result in civic or criminal penalties.

Code of Ethics Standards

- Must carry out all duties and activities in a manner consistent with maintaining the good reputation of the NMBBAA® and its ability to pursue our mission.
- When dealing with clients, participants, staff members, or volunteers, will hold themselves free of any interest, influence or relationship regarding any professional activity that could impair professional judgment or objectivity.
- Abusive language towards a staff member, volunteer or another participant is strictly prohibited and may result in the removal from the volunteer team.
- Possession or use of illegal drugs or the abuse of alcohol as deemed by the standards of intoxication on property or events or reporting to the program or event while under the influence of drugs or alcohol may result in immediate removal from the volunteer team.
- Bringing onto the property or event site, dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items will result in the immediate removal from the volunteer team and may result in police involvement.

Cont. Code of Ethics Standards

- Discourtesy or rudeness to a fellow participant, staff member or volunteer may result in the immediate removal from the volunteer team.
- Verbal, physical or visual harassment of another participant, staff member or volunteer will result in the immediate removal from the volunteer team and may result in police involvement.
- Actual or threatened violence toward any individual or group will result in the immediate removal from the volunteer team and may result in police involvement.
- Ethics endangering the life, safety, health or well-being of others will result in the immediate removal from the volunteer team and may result in police involvement.
- Failure to follow any organization policy or procedure may result in the immediate removal from the volunteer team.
- Bullying or taking unfair advantage of any participant may result in the immediate removal from the volunteer team.
- Failing to cooperate with a supervisor or project leader may result in the immediate removal from the volunteer team.
- Removal or distribution of NMBBAA® goods and/or property without authorization may result in removal from the volunteer team.
- Must abide by the principles laid out in the Code of Ethics for the organization, and comply by all by-laws, regulations, resolutions, and rules of professional ethics of the organization.

I have read, and I understand the NMBBAA® Code of Ethics. I agree to abide by the code of ethics described above and understand that I may be removed as a volunteer or participant if I violate any of these rules.

Signature _____ Date _____

Witness _____ Date _____

SECTION 4: FREQUENTLY ASKED QUESTIONS



Please download this document from the volunteer landing page, using this link:

<https://nbmbaa.org/conference-volunteer/>

If you are a Collegiate Volunteer, please download only those documents related to your classification. Hence, General Volunteers should only download documents related to their classification. Otherwise, you will have misinformation.

We look forward to seeing you in Houston, TX, Tuesday, September 24-28, 2019, when the National Black MBA Association® comes to town to celebrate its 41st Annual Conference & Exposition. Your dedication and commitment to support this effort is greatly appreciated by the NBMBA®.