## Volunteer Job Description

| JOB TITLE | Annual Conference Customer Experience Lead (2019) |
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| JOB DESCRIPTION | **Job Overview**<br><br>This volunteer Lead is part of the AC Project Team and reports to the Director of the Annual Conference. The Customer Experience Lead acts as a concierge on the day of the event to ensure that all participants can get questions answered about how to navigate their way around the "PMI Portland App, the session rooms and other facilities, or ask general questions around membership or PMI resources.<br><br>**Job Details**<br><br>**Planning and Pre-Event Execution**<br><br>● Develop the Customer Experience Plan and activities list that rolls up to the master Project plan and agreed upon milestones.<br>● Collaborate with the Operations and Marketing Communications Team to learn and enhance the App features to maximize utilization, enhance the participant experience, and provide valuable feedback to presenters.<br>● Attend weekly or other agreed-upon project meetings as called by the Annual Conference Director or Sponsor.<br>● Recruit and train necessary assistant and other volunteer team members to implement the activities of the Customer Experience Plan. Collaborate with the Volunteer Management Lead for proactive recruiting and onboarding. Create working charter with assistant and any volunteers working directly with the Lead in order to effectively communicate progress, delegate work, and resolve issues. Ensure volunteer hours are reported through TrackItForward system.<br>● Determine and lead team meetings as appropriate.<br>● Develop FAQs for the Customer Experience booth and volunteers staffing the station during the event<br><br>**Day of Event**<br><br>● Ensure that all volunteers are well-trained on the App and the FAQs<br>● Collaborate with the Operations Lead to test the App technology and the PMI-Portland URL for ease of access when answering participants' questions<br>● Ensure the Customer Experience booth is staffed at all times and signage makes the area clearly visible to all participants<br><br>**Event Close/Follow-Up** |

- Clean up details, equipment returns, and storage of PMI items
- Maintain ongoing log of Lessons Learned and participate in the Retrospective after the Conference
- Compile final report for submission to the AC Director
- Thank team of volunteers

**Required Skills/Qualifications**

- Knowledge of the PMI Portland App a plus; must be willing to get up to speed on all features quickly
- Good interpersonal communication and prioritization skills.
- Willing and able to provide great customer service.
- Ability to work with other team leads and volunteers, influencing others to achieve results
- Ability to develop plans and execute them to successful outcomes
- Proficiency at Microsoft Office applications.

**Career Benefits**

- Add to your Project Management experience and exposure to the PMI community at large (great for those looking to complete an application for the PMP Exam)
- Additional PDUs
- Build your professional network as you engage with PMI volunteers
- Increase your team leadership skills and experience
- No cost attendance of annual conference

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| **TIME COMMITMENT** | **Job Duration**   1 year with possibility of extension<br><br>**Estimated Hrs/Week**   Varies; may exceed 10 hours per week, except for the week of the conference, when it may exceed 10 hours per day. |
| **CHAPTER INFO** | **PMI Portland Chapter membership required? (Asst Dir and above)**  Yes<br><br>**PMI certification required?**  No    **Which certification?**  (Fill in here)<br><br>**Portfolio**   Executive<br><br>**Division/Team :**    Annual Conference<br><br>**Team Leader's Name**  Sandra Koelle<br><br>**Chapter Leadership webpage -**  http://pmi-portland.org/about-us/leadership |
| **PDUs** | **1 PDU per volunteer hour worked.  See PMI.org CCRS information for details.** |
| **TO APPLY** | **Go to https://vrms.pmi.org, use Search Term ( 16966 )** |
| **QUESTIONS?** | **Hiring Manager Name**   Sandra Koelle<br><br>**Title**   Director of Annual Conference<br><br>**Email**  annual_conf@pmi-portland.org |