APARTMENTALIZE
Powered by NAA

Concierge Committee Procedures & Guidelines

Overview

The Concierge Committee is a group of local volunteers who offer their time to support NAA at the annual Apartmentalize conference. They play a key role in ensuring that attendees have a positive conference experience by answering questions, helping attendees find their way around the convention center, and giving advice on the best things to do in and around the host city. The Concierge Committee is a great opportunity for the local affiliate and its members to show off their city to the rest of the NAA membership.

Concierge Committee volunteers receive a $425 full-conference registration in exchange for their support.

Volunteer Requirements

All Concierge Committee volunteers are committed to:

1) Volunteering for at least one (1) shift during Apartmentalize

2) Attending the Concierge Committee Pre-Conference Webinar

3) Wearing the Concierge Committee t-shirt (provided by NAA)

Volunteer Eligibility

All volunteers must be…

1) A resident of the state in which the conference is being held.

2) A non-supplier member of the local affiliate in good standing. Suppliers are not permitted to volunteer.

3) A registered conference attendee. Volunteering without registering for the conference is not permitted.

Volunteer Process

Step 1: Recruitment

The Executive Director or Association Executive of the local affiliate in the host city will be responsible for recruiting volunteers from their membership. NAA will provide a recommended marketing timeline as well as email copy for recruitment emails, which will direct volunteers to the Concierge Committee page on the Apartmentalize website. This website will be created by NAA and will provide comprehensive information on the purpose of the committee, as well as volunteer requirements, eligibility, important dates and deadlines, instructions on how to register, and the shift selection process.

Step 2: Registration

Approximately 120 volunteers will be needed in 2023. The exact number will be provided to the affiliate by the time the Concierge rate becomes available. NAA will provide a discount code that must be used when registering for the conference as a Concierge Committee volunteer. NAA and the local affiliate will regularly monitor the registration lists to ensure that everyone who has registered with the Concierge Committee promo code is a member of the affiliate and a resident of the host state. Volunteers will receive a confirmation email after registering which will remind them of the shift selection process and important dates. Once the number of needed volunteers has been reached, it is recommended that the affiliate begin a waitlist in the event of any cancellations.

Any changes to registrations after the registration has already been completed must go through Spargo, NAA's registration and housing management provider. Deadlines and fees will follow the conference guidelines.

2023 Registration Goal: Have all volunteers registered for Apartmentalize by Friday, May 12.

Step 3: Volunteer Shift Selection

NAA uses SignUp.com to manage the volunteer shift selection process. Shift selection will open 4 weeks out from the conference and volunteers will receive instructions via email. All shifts are first come, first served.

2023 AAA Members Only Shift Selection Open Date: Monday, May 8

2023 Shift Open Date: Monday, May 15

Step 4: Training

NAA will hold a pre-conference webinar the week before the event which will cover conference details and important information about volunteering. Any additional trainings (in advance or on-site) are at the discretion of the affiliate, although NAA is happy to help facilitate.

2023 Pre-Conference Webinar: Tuesday, May 30, 2 p.m. ET

Volunteer Supervision

NAA will manage the staffing of the Concierge Committee office. The office manager's duties include, but are not limited to, checking volunteers in for their shifts, providing them with specific duties and instructions, checking on volunteers during their shifts, and reporting any no-shows or issues to NAA staff. The NAA Manager, Meeting Experience Design will be the main point of contact

for the Concierge Committee office, with assistance from the NAA Resource Director and the Executive Director or Association Executive of the local affiliate.

Roles & Responsibilities

The NAA Apartmentalize Concierge Committee will be organized each year by:

- The Executive Director or Association Executive of the local affiliate in the host city.
- The NAA Resource Director whose territory includes the local affiliate.
- The NAA Manager, Meeting Experience Design

Expectations for each of these individuals are outlined below:

- Executive Director or Association Executive
    - o Recruit volunteers from their membership to assist with the operations of the conference.
    - o Manage SignUp.com, the volunteer sign-up process, and any waitlists.
    - o Act as liaison between volunteers and NAA staff for any questions or concerns.
    - o Run the required on-site volunteer training session with the NAA Meetings Manager
    - o Assist NAA Meetings Manager on-site with periodically checking in with volunteers and Concierge Committee office staff.

- NAA Resource Director
    - o Facilitate monthly check-in calls with the Executive Director/Association Executive
    - o Complete one or two visits to the affiliate for in-person meetings and assistance.
    - o Attend any local tradeshows run by the affiliate leading up to the conference. In the event the Resource Director is unable to attend, the Resource Director will ensure that NAA still has a presence at the event.
    - o Assist NAA Meetings Manager with periodically checking in with volunteers and Concierge Committee office staff.
    - o Act as a resource for Executive Director/Association Executive and NAA Meetings Manager.

- NAA Manager, Meeting Experience Design
    - o Determine the number of volunteers needed, as well as volunteer placement throughout the convention center and specific duties that will be needed on each day of the conference.
    - o Create the Concierge Committee website as part of the Apartmentalize website.
    - o Set up SignUp.com and provide "Organizer" access to AE and Resource Director.
    - o Provide Concierge Committee registration lists to the AE and Resource Director at a mutually agreed upon frequency.
    - o Produce a pre-conference webinar to be held 2 weeks prior to the conference.
    - o Manage the staffing of the Concierge Committee office during the conference.
    - o Handle all on-site logistics including but not limited to Concierge Committee office catering, the t-shirt order, and signage.
    - o Act as main on-site NAA contact for the Concierge Committee office.
    - o Check in periodically with volunteers and Concierge Committee office staff to assist with answering any questions.
    - o Act as a resource for AE and Resource Director on any conference matters.

Affiliate Benefits

In exchange for the local affiliate's generous commitment to assist NAA with the Concierge Committee, the following benefits will be provided:

- NAA support of a local affiliate event (up to $10,000 – to be paid at the conclusion of Apartmentalize).
- (1) complimentary hotel room for use by the Executive Director/Association Executive or affiliate <u>paid</u> staff during the conference.
- (5) complimentary registrations for affiliate <u>paid</u> staff
- If VIP photos are held following the General Sessions, the Executive Director/Association Executive will be invited to attend. One photo will be given for each VIP photo session.