Volunteer Position Description

Position Title: Event Registrar

Updated: February 18, 2009

Position Overview & Purpose: The Event Registrar communicates by email with event registrants and teachers, to confirm registrant attendance, recruit volunteers to assist the teacher on the day of the event, and manage the Waiting List.

Desired Skills/Experience/Qualifications:
- Highly organized, detail oriented, and efficient
- Considerable experience with email
- Considerable experience with EXCEL and WORD.
- Personable email communication style
- Comfortable with receiving feedback, and following directions
- Ability to complete work according to fixed deadlines

Tasks:
- Receive from an EBMC Contact person, or initiate, an email introducing you to the Event teacher, with a draft of the text for the confirmation email to be sent to registrants for the event, and inquiring whether there are any unique. features for this event that the Registrar needs to be aware of, including how many volunteers they would like to assist them on the day of the event (for one day events: usually 2-3 volunteers to help with setup, registration and greeting people at the door, plus 1 volunteer to help with breakdown and cleanup; for class series, usually 2 volunteers to help with setup etc., plus 1 volunteer to help with breakdown and cleanup).
- Receive weekly, from the EBMC Contact, EXCEL spreadsheets with registrant data downloaded every week from the EBMC Survey Monkey registration system, and compile that information into a master EXCEL spreadsheet.
- As soon as possible, and using the EBMC webmail program, send registrants a personalized version of the confirmation email confirming their registration, providing them with information about EBMC, and soliciting volunteer assistance to help the teacher with set-up, sign-in, and clean-up tasks.
- Recruit a couple of volunteers more than requested by the teacher, in case one or more cannot show up.
- When sufficient numbers of volunteers have been recruited, send volunteer information (name, email address, phone number, and volunteer task preferences or any limitations: (e.g., "I cannot lift chairs or meditation mats") to the teacher(s) about 1 week before the event, to allow the teachers to directly communicate with the volunteers, including to tell them when to show up.
- Send information to the teachers (compiled from the master EXCEL spreadsheet) about registrants who are requesting disability accommodations, and who have information they want the teachers to know.
- Forward to the teacher, and/or to the Center Coordinator, any questions from registrants that the Registrar does not know how to answer.
- Adjust the language of email communications with prospective registrants as directed by the EBMC Contact Person.
- Check in periodically by email with the teacher, and the EBMC Contact Person, to see if everything is "on track."
- Do not send any registrant contact information (e.g. email addresses, phone numbers), except prospective volunteers, people with disability accommodation requests, or people with questions that the Registrar does not know how to answer.

- Send a brief email response to anyone sending an email notifying about a cancellation, confirming the receipt of their cancellation email.
- Track information about Cancellations, Volunteer Prospects, and any other important information, on the Master Registration List.
- If the Event fills up, receive weekly, from the EBMC contact, EXCEL spreadsheets with data from registrants who have signed up on the Waiting List, and compile that information into a Master Waiting List EXCEL spreadsheet.
- As soon as possible, send each person on the Waiting List, a brief email informing them that they have been placed on the Waiting List, and that they will be contacted by email or by phone if a spot opens up for the Event.
- As cancellations come in, send an email to people on the Waiting List, informing them that a space has opened up, and that they have a specified amount of time (e.g. 24 hours) to respond to confirm that they still want to attend. This will be done either in the order that people have signed up on the Waiting List or, if instructed by the EBMC Contact person, by giving preference to People of Color, in order to achieve a certain percentage of People of Color amongst the registrants.
- Move from the Master Waiting List to the Master Registration List any records of people admitted into the event from the Waiting List.
- About 10 days before the Event, send a reminder email to all registrants that either: (1) is targeted to the recruitment of more volunteers, if enough volunteers have yet to sign up, and/or (2) is a reminder of their registration for the Event, and containing much of the same information as the original confirmation email. This email may be sent in a "mass email" way, using the "bcc" line for the email addresses. (Please note the webmail program has a maximum number of email addresses that can be put in the "bcc" line before it is considered spam, so the "mass emailing" may need to be done with several emails.)
- 2 or 3 days before the event, send the Master Registration List and the Master Wating List, in EXCEL format, to the EBMC Contact person so that they can compile registrant names into Sign-In and Sign-Up spreadsheets, to be sent to the teacher.

Estimated Time Commitment: 2-4 hours/week (for 6-8 weeks per event)

Work Schedule & Arrangements: Flexible

Work Location: The tasks can be performed from the volunteer's home, workplace, or anywhere where they have internet access.

Training Available/Provided: Volunteer should be already trained in skills.

Resources Available: EBMC will provide the Webmail account.

Duration: 6-8 weeks per event.

EBMC Contact Person(s) and Contact Information: David Foecke, or Mushim Ikeda-Nash, EBMC Center Coordinator, admin@eastbaymeditation.org , (510) 428-9198