



**2021 ICMA: Portland**

# **ICMA 2021 Volunteer Handbook**

## **Volunteer Information**

The Oregon City/County Management Association (OCCMA) is hosting the 2021 International City/County Management Association (ICMA) Annual Conference October 3-6.

ICMA's Annual Conference brings together leaders of local governments – city and county managers, administrators, and assistant administrators - who serve cities, counties and regional government entities throughout the United States, Canada and 22 other countries. The annual conference is ICMA's premier event attracting top local government managers to a broad range of speakers, educational workshops, mobile workshops, and social events. The Conference presents an outstanding opportunity for networking and to acquire new tools and techniques to address issues facing communities and local government administrators today.

Numerous volunteer opportunities are available to assist in the success of the conference including hotel welcome desks, providing directions to attendees within the Oregon Convention Center, the host committee lounge at the Oregon Convention Center, and assistance at special events. Various days and shifts are available.

Volunteer benefits include a complementary registration to the conference for the day volunteered. Those volunteers who qualify for this complementary one-day registration offer will be provided with a link to the ICMA conference website to complete your registration. All volunteers will receive a volunteer t-shirt, and an opportunity to network with top-level city, county and regional government managers.

### **Volunteer FAQs**

#### **1. What is ICMA?**

The International City/County Management Association (ICMA) has been in existence since 1914 and is the professional and educational organization for chief appointed managers, administrators, and assistants in cities, town, counties, and regional entities throughout the world. The ICMA's mission is to create excellence in local government by developing and fostering professional local government management worldwide. More information about ICMA and the Annual ICMA Conference is available on their website at [www.icma.org](http://www.icma.org).

#### **2. What will I be doing?**

Volunteer assignments range from staffing a hotel lobby information table to assisting at the convention center or assisting with special events, such as the 5K and special receptions.

#### **3. Where will I be volunteering?**

The locations vary for volunteer shifts. When you signed up, you were able to specify where you wanted to volunteer. Locations include the convention center, hotels, off site sporting events and social events, among others. See the full volunteer schedule [here](#).

#### **4. How long are the volunteer shifts?**

Shifts vary from 1 to 5 hours.

#### **5. Where can I park, and will I be reimbursed for parking?**

Onsite parking is provided in the convention center's underground garage. You may enter the garage through either the NE Lloyd Boulevard (P1) or NE First Avenue (P2) entrances. More information is provided on the [Oregon Convention Center website](#). **ICMA does not provide parking validation.**

Note: a free light rail pass is included in your conference materials at Registration.

**6. What are the responsibilities and expectations?**

You will be the Oregon ambassadors for the conference. We ask that volunteers be helpful and friendly to our visitors and help them enjoy Portland. Please familiarize yourself with [current COVID-19 requirements](#) and wear a mask at all times in the convention center and outside settings unless actively eating or drinking. Note that daily screening is required for all people in the conference center, including both attendees and volunteers. There is a volunteer office (also called the Host Committee Office) in Meeting Room C125-126. Volunteers should check in at the office at least 15 minutes prior to your scheduled work time.

**7. What should I wear?**

Wear a face mask and your ICMA Volunteer t-shirt during your volunteer shift with long pants, either jeans or slacks, and throughout the entire day in order to be identifiable. It is recommended you wear comfortable shoes. Shorts are ok if it is warm or you are volunteering at a sporting activity. Volunteers will get their t-shirt when they check in for their first volunteer assignment.

**8. What if I can't work my assigned shift?**

Volunteers are critical to the success of this conference, and each one is vital. Therefore, it is important that you honor your volunteer commitment. However, if an emergency comes up and you cannot fulfill your shift or need to leave early, please notify Kelsey Lewis, Christy Wurster or Angela Speier as noted below.

**9. Who do I contact if I have further questions?**

Information on the events of the Conference is available on the ICMA's website at [www.icma.org](http://www.icma.org). For additional questions about volunteering contact one of the following:

- Kelsey Lewis at [klewis@ridesmart.com](mailto:kewis@ridesmart.com) or by phone/text at 971-281-4267
- Angela Speier at [aspeier@orcities.org](mailto:aspeier@orcities.org) or by phone/text at 503-884-6322
- Christy Wurster at [cwurster@orcities.org](mailto:cwurster@orcities.org) or by phone/text at 503-881-8214

Specifically regarding the 5K Race Event, please contact Indira Fuller-Bay at [ifullerbey@icma.org](mailto:ifullerbey@icma.org) or by phone/text at 240-305-4265.

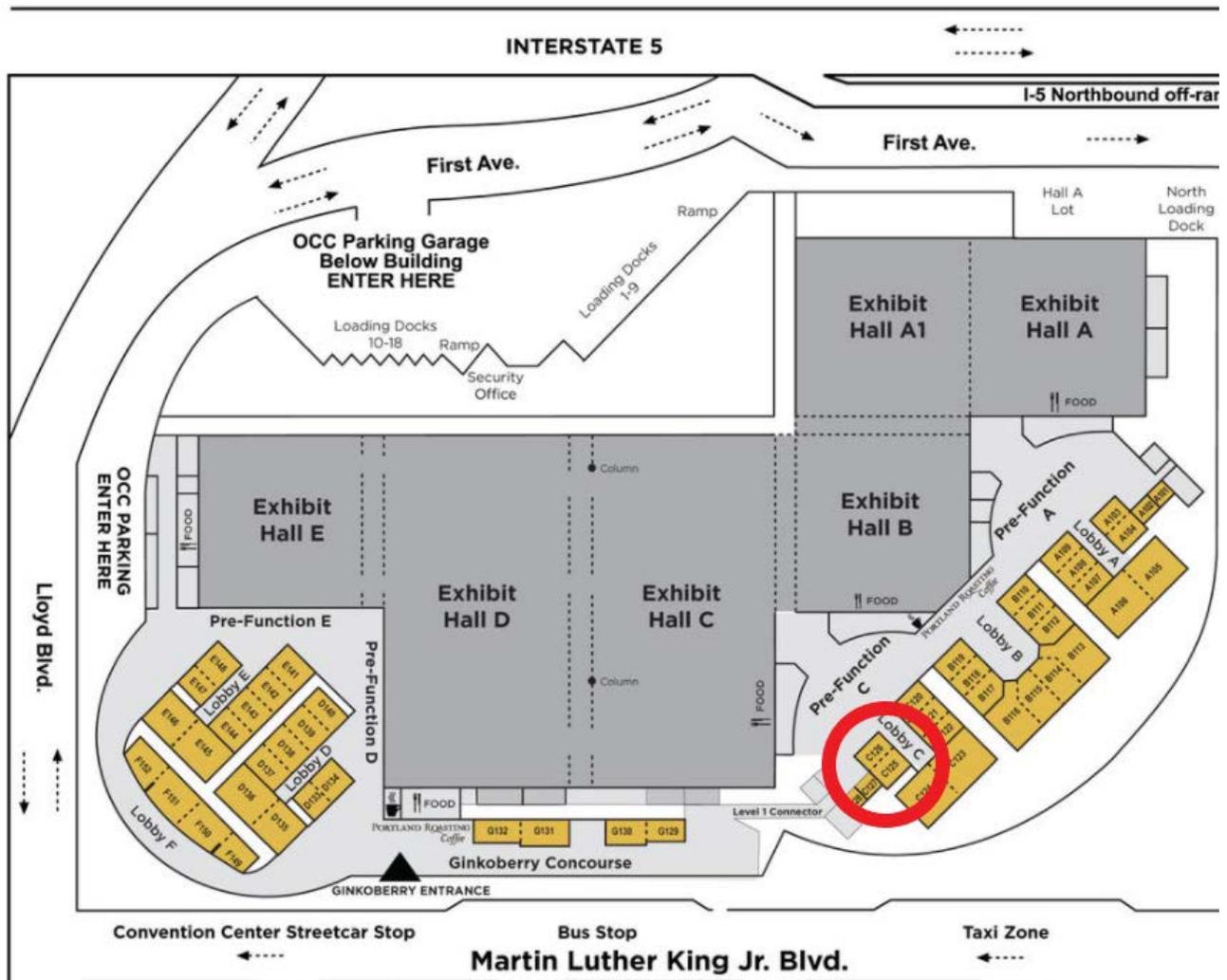
If none of the above are available, please contact one of the Host Committee Co-Chairs: Eileen Stein at 541-598-4786 or Spencer Nebel at 541-270-5855 or Joe Gall at 503-997-4453.

## Volunteer Check-in

### The Day of Your Shift

1. **Volunteers** please check in at Host Committee Office/Volunteer Room in Room C125-126 (see map below) to obtain your volunteer identification and t-shirt and any new information before heading to your shift assignment.

Any questions, you may have about your duties as a volunteer can be answered by the staff in the volunteer room before your shift.



2. **Report** to your assigned work area **10 minutes prior** to your scheduled shift time. For those of you working a hotel lobby information desk, please plan accordingly to park/arrive, check-in, and get to your assigned hotel.
3. Should a volunteer not show up to relieve you at the conclusion of your shift **for the information booth position**, please call/text Kelsey Lewis at 971-281-4267, Christy Wurster at 503-881-8214 or Angela Speier at 503-884-6322 to report it and we will try to get someone there.

4. **Wear your ICMA Volunteer t-shirt** during your volunteer shift and throughout the entire day in order to be identifiable. You may wish to bring or wear a long sleeve shirt that you can wear under the volunteer t-shirt in case it is cool at your location.
5. Our task is to serve as ambassadors for this conference. Smile and lend a helping hand to assist anyone who appears to be lost, uncertain, or in “distress”. Go the extra mile to help them.

## Helpful Tools

### Conference App

This free app gives you access to the conference schedule, speaker information, floor plans, exhibitor details, as well as tools to connect with other attendees.

To download the mobile app, search “ICMA” in your [Google Play Store](#) or [Apple App Store](#) or plug <https://www.tripbuildermedia.com/apps/icmameetings> into your device’s browser.

- Once the App is installed, you will need to select the Annual Conference option from the list of events.
- Once you have selected the Annual Conference option, click the reset password button to establish your profile. You will be prompted to enter your email address so that the reset password link can be sent to you via email. Please be sure to use the same email address that you use for your icma.org profile.

Need further assistance? Please email [support@tripbuilder.com](mailto:support@tripbuilder.com) or see Matt Watson at the Registration desk.

## **Volunteer Job Descriptions**

### **JOB TITLE: BAG STUFFING**

As a volunteer, you will be assisting in filling bags with sponsored items for registrants of the ICMA conference. Please arrive on time for your assigned shift. You may be assigned to assist in set up or break down before or after the actual stuffing of the bags. You may be requested to help organize and/or separate various materials for ICMA guests.

Since this takes place before the conference officially begins, volunteer t-shirts will be available to pick up for shifts later in the conference.

- Location of Assignment
  - Oregon Convention Center- Exhibit Hall
- Date
  - Friday, October 1, 2021 8:45am - 12:00pm

### **JOB TITLE: INFORMATION BOOTH**

As a volunteer, you may be assigned to a lobby area in the Oregon Convention Center to greet in a friendly, inviting and professional manner and assist ICMA guests in finding conference rooms, restrooms or other locations within the city. Please arrive on time for your assigned shift. You will be provided with a laptop with the information about the conference. Please do not leave the laptop unattended; an AV tech will pick it up at the end of each day. ICMA will be the only convention utilizing the convention center. Please be ready to find information or answer general questions not related to the Oregon Convention Center, but related to downtown Portland.

- Report to Host Committee Office/Volunteer Room in Room C125-126
- Locations of Assignment
  - Holladay Lobby
  - MLK Lobby
- Dates
  - Saturday, October 2, 2021 7:30 - 11:00am, 11:00am - 2:00pm, 2:00 – 5:30pm
  - Sunday, October 3, 2021 6:45 – 11:30am, 11:30am – 3:30pm, 3:30 – 5:30pm
  - Monday, October 4, 2021 7:30am – 12:00pm, 12:00 – 3:00pm, 3:00 - 5:00pm
  - Tuesday, October 5, 2021 7:30 – 11:30am, 11:30am – 2:30pm, 2:30 – 6:30pm

### **JOB TITLE: HOST COMMITTEE LOUNGE**

As a volunteer, you may be assigned to cover the host committee lounge in the Convention Center. The host committee lounge is located in Lobby C and volunteers here will represent OCCMA to ICMA attendees in a friendly, inviting and professional manner. On Monday at 7:45am and Tuesday at 7:15am, refreshments will be delivered. Refreshments will be served in the host committee lounge and volunteers will ensure that the area remains clean and that the materials provided are stocked. Please arrive on time for your assigned shift. You may also assist the committee in a variety of other ICMA related conference needs in the Oregon Convention Center, if needed.

- Report to Host Committee Office/Volunteer Room in Room C125-126
- Location of Assignment
  - Oregon Convention Center Lobby C
- Dates
  - Saturday, October 2, 2021 7:30 - 11:30am, 11:30am – 2:30pm, 2:30 – 5:30pm
  - Sunday, October 3, 2021 8:00am – 12:00pm, 12:00 – 3:00pm, 3:00 – 5:00pm
  - Monday, October 4, 2021 7:30 - 11:00am, 11:00am – 3:00pm, 3:00 – 6:00pm
  - Tuesday, October 5, 2021 :30 - 11:30am, 11:30am – 3:00pm, 3:00 – 5:30pm
  - Wednesday, October 6, 2021 7:30 - 11:45am

### **JOB TITLE: HOST COMMITTEE OFFICE**

Volunteers and League of Oregon Cities staff will staff the Host Committee Office in Room C125-126 adjacent to Lobby C. You will check-in volunteers, confirm their assignment and location, hand out T-shirts, notify appropriate Host Committee members of any problems, etc. Refreshments will be available Friday through Tuesday.

- Report to Host Committee Office/Volunteer Room in Room C125-126
- Dates for volunteer coverage:
  - Friday, October 1, 2021 3:00 – 5:00pm
  - Saturday, October 2, 2021 7:15am – 12:00pm
- Slots for League staff coverage:
  - Saturday, October 2, 2021 11:30am – 6:30pm
  - Sunday, October 3, 2021 6:45am – 7:00pm
  - Monday, October 4, 2021 7:30am – 6:00pm
  - Tuesday, October 5, 2021 7:30am – 5:30pm
  - Wednesday, October 6, 2021 7:30 – 11:45am

## **JOB TITLE: HOTEL HOST DESK**

As a volunteer, you may be assigned a shift at one of the conference hotels. A table, chair, and power strip will be provided and there will be downtown maps and dining/tourist guides available. You will greet attendees in a friendly, inviting and professional manner, answer questions, and provide directions, including directions to the Oregon Convention Center.

- Check-in at Host Committee Office/Volunteer Room in Room C125-126 (may do this in advance)
- Locations
  - Hilton Downtown Portland, [921 SW 6<sup>th</sup> Ave.](#)
  - Hyatt Regency Hotel, [375 NE Holladay St.](#)
- Dates
  - Saturday, October 2, 2021 12:30 - 4:30pm
  - Sunday, October 3, 2021 12:00 -4:00pm

Please be ready for general questions related to Portland. Some people will only be interested in downtown activities, but many may have questions about places outside of downtown, or want to hear about what it is like to manage a city in Oregon.

## **JOB TITLE: 5K RACE**

Volunteers are assigned to the 5K Race Check-in Table on Saturday and Sunday. There are also volunteers providing water and encouragement during the race on Sunday.

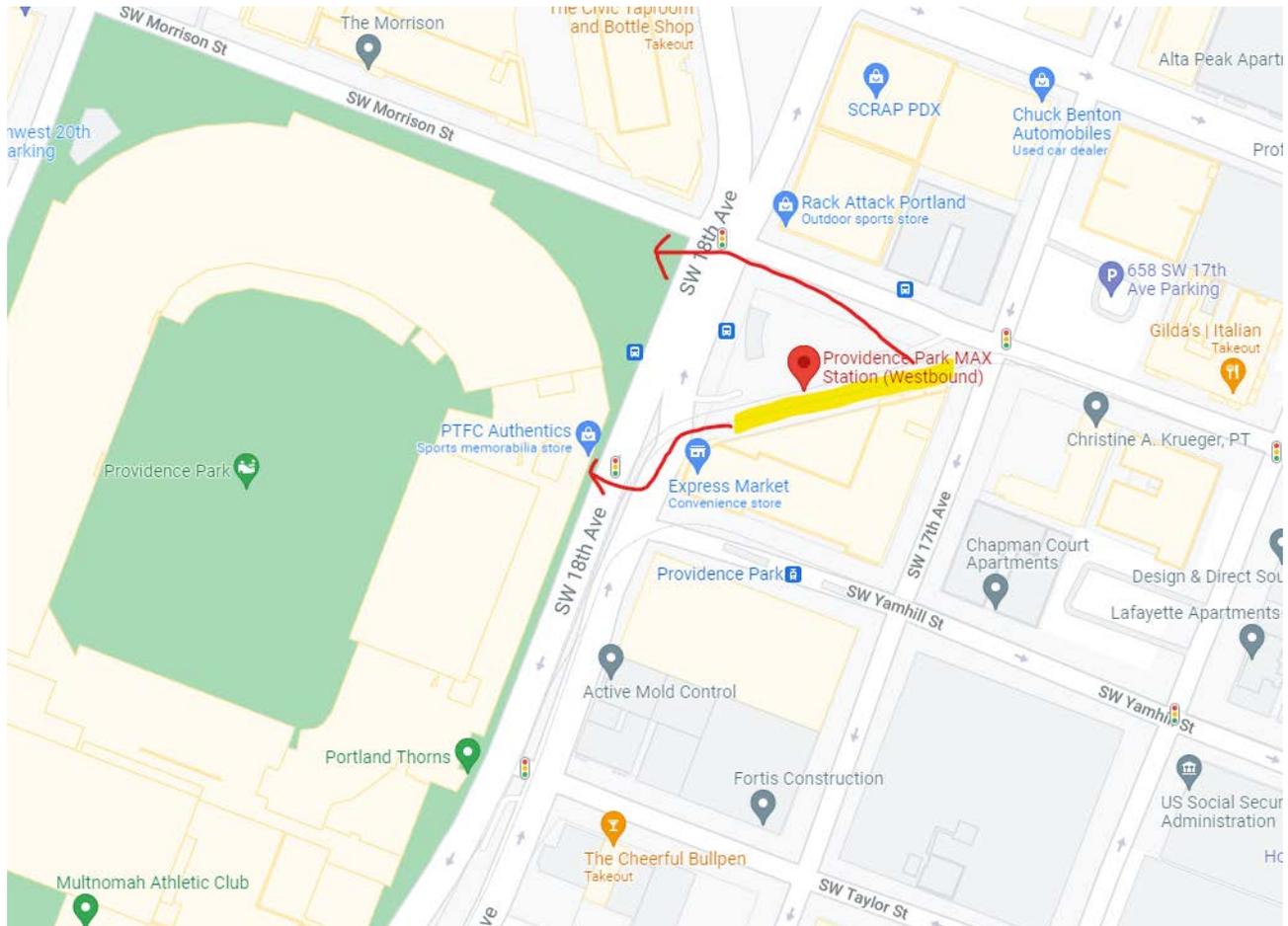
- Check-in at Host Committee Office/Volunteer Room in Room C125-126
- 5K Race Check-In Table
  - Saturday, October 2, 2021 12:00 – 5:00pm
  - Sunday, October 3, 2021 6:45 – 10:00am
  - Location Lobby C
- 5K Race – Provide Water & Encouragement
  - Sunday, October 3, 2021 9:30am – 1:00pm
  - Race Start at NE Martin Luther King Jr. Blvd & NE Lloyd Blvd



**JOB TITLE: EVENT GREETER/NAVIGATION HELPER**

Event Greeters/Navigation Helpers will greet attendees as they arrive for the Tuesday Night Networking Event at the MAX light rail station and direct them toward the Providence Park stadium. Attendees will enter at Gate B.

- Check-in at Host Committee Office/Volunteer Room in Room C125-126
- Tuesday, October 5, 2021 5:30 – 7:00pm
  - Providence Park MAX Stop, SE Crest Ct [map](#)



## Tips and Reminders

1. **Provide accurate information. Be familiar with the location where you are stationed.**
2. **Share your knowledge of & enthusiasm for Portland.**
  - Welcome people to Portland. Make small talk. Quick polite greetings are easy and mean more than you think.
  - Provide options, provide more than “one word” answers; know who to ask, call, or refer to if you don’t know the answer.
  - Important! – Please do not recommend one restaurant/hotel/attraction/etc. over another - When talking about things to do in Portland, we want you to "refer", instead of "recommending." It's safer to offer several suggestions or options and let the person choose what they want to do, and/or where they want to go.
3. **Directions**

Show a map when assisting visitors with directions. You may also wish to familiarize them with Google Maps of the area. Remember that there are floor plan maps of the conference center in the conference app for easy reference.
4. **Be on time**

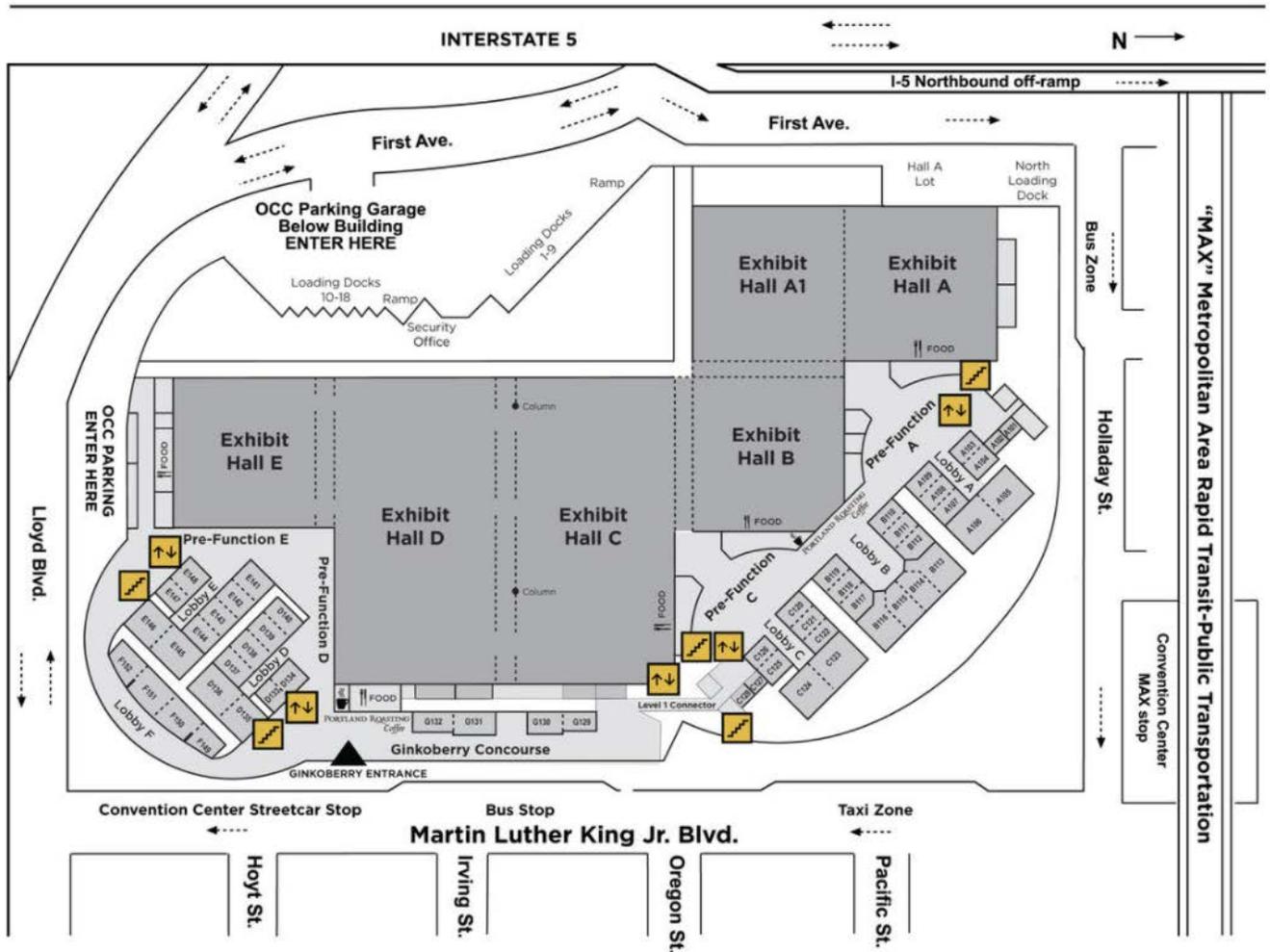
Please do not leave your post unattended and please be on time for your shifts.
5. **Complaints/Emergencies**

Check with Host Committee Volunteer Room or Facility Security for specific procedures to follow in case of major complaints, problems or emergencies.
6. **Dress Code**

Face masks are required at all times in the convention center and outside spaces will not actively eating or drinking. Please wear the ICMA Volunteer shirt with long pants (jeans or dress pants are fine). You may wish to bring or wear another layer you can wear *under* the shirt in case it is cold or drafty at your location.
7. **Have fun!**
  - Visitors are in Portland to relax and have a good time. You are providing FREE information - a valuable service.
  - Your enthusiasm and knowledge are key to introducing our visitors to all that Portland has to offer. **Your ideas and suggestions can make a significant impact** on what they choose to do and see. As ICMA volunteers you are likely to be one of the first contacts for visitors to Portland. Their first impression can be lasting, so make it a good one.

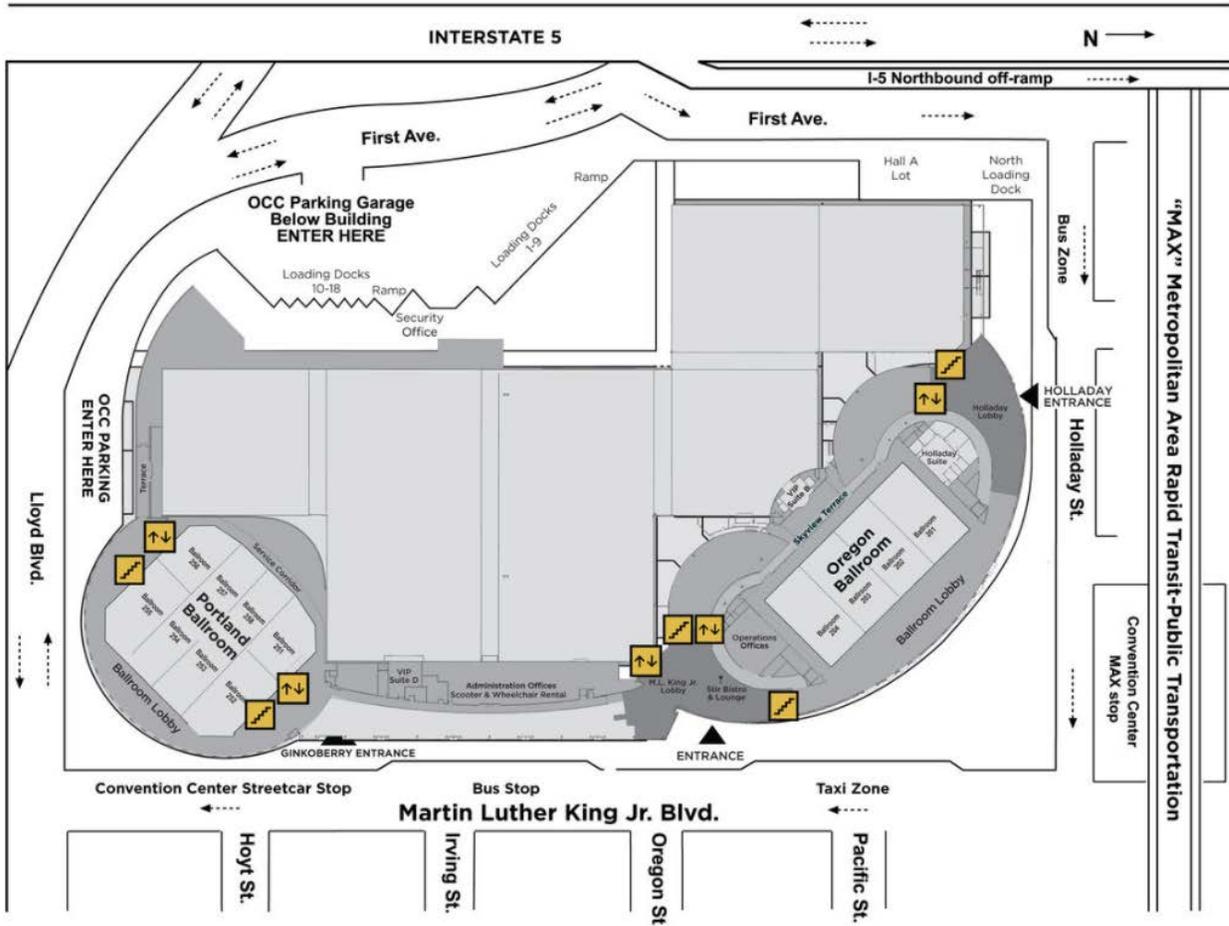
# Oregon Convention Center Maps

## Level 1



Note Host Committee Office / Volunteer Room is C125-126

Level 2



**Emergency Contact Information**

City of Portland Police Bureau

**For any emergency:**

DIAL 911

**Non-emergency:**

503-823-3333

*Thank you for volunteering for the 107th ICMA Conference!*