



Volunteer Reference Guide

Volunteers are invaluable to the COABE Conference model. We are so grateful you have agreed to be a volunteer for COABE 2026! This reference guide has been developed to help you understand the various roles that volunteers play in creating a successful conference. If you have questions, see the Volunteer Chair or email volunteer@coabe.org.

Volunteer Assignments:

- You will receive an email from COABE the week before the conference with your specific volunteer assignments, and location.
- A lot of assignments only require 30 minutes of your time. Please select 2 or more of these slots to qualify for the volunteer incentive. Learn more about [volunteer incentives](#).

Volunteer Check In:

Check in each day during the live conference.

- Volunteer check in will be outside the Exhibit Hall in Foyer Griffin South on the 2nd level.
- Check in each day (Sunday - Wednesday), and receive and review your daily assignment.
- Receive a volunteer vest and/or button for identification (return at the end of your day).

Volunteer Roles

Registration Setup - Assist COABE staff with setting up the registration area. Tasks may include unpacking boxes, organizing materials, and assembling name badge supplies. Light lifting may be required. A great role for friendly volunteers who like to jump in and help things come together!

COABE Store Setup - Assist COABE staff with setting up the COABE Store on Sunday morning. Duties may include unpacking merchandise, organizing display tables, and arranging inventory. Light lifting may be required. A great role for volunteers who enjoy being hands-on and working as part of a team!

Session Facilitator – Support multiple breakout rooms during a session time block (you will not be assigned to a specific presentation). Please arrive at your designated area 15-20 minutes before sessions begin. Duties include greeting attendees, helping people find the correct room, confirming presenters are present, and alerting a lead volunteer or COABE staff if any urgent issues arise. Volunteers are free to attend a session of their choice after. A great fit for volunteers who enjoy welcoming others and keeping things running smoothly. (30 minute commitment)

Tech Support Runner – Help presenters feel confident and ready before their session begins. Volunteers will be stationed near breakout rooms 15 minutes before sessions start to check in with presenters and ensure they have what they need. Tasks may include helping presenters connect to the projector, plug in a mic, or sign into Zoom for hybrid sessions. **You do not need to be a technology expert** — quick reference tips and COABE staff contact information will be provided for anything beyond basic assistance. Volunteers may attend a session afterward. (30 minute commitment)

General Session & Exhibit Hall Entrance Host – Serve as a friendly presence outside the General Session and Exhibit Hall entrances to ensure areas remain closed until the scheduled opening time. Volunteers will greet attendees, answer basic questions, and help maintain smooth flow before doors open. A great role for welcoming volunteers who enjoy being helpful and visible.

Event Ticket Collector – Welcome attendees at the event entrance and scan their tickets as they arrive. Volunteers should have the Whova app installed on their phone and a working camera, and feel comfortable scanning QR codes using the app. This is a great role for outgoing volunteers who enjoy greeting people with a smile!

Directional Support – Help attendees easily find their way. Volunteers will stand in key locations to provide friendly directions and answer basic questions. A great role for outgoing volunteers who enjoy welcoming others!

Transportation Support – Help ensure attendees get to the evening event smoothly. Volunteers will assist COABE staff by directing attendees to the buses, communicating with shuttle drivers about schedules and capacity, and relaying any updates to COABE staff as needed. The goal is simply to keep transportation flowing and attendees informed. This role is perfect for friendly volunteers who are comfortable talking with both attendees and drivers.

App Ambassador (Whova Conference App Support) – App Ambassadors are friendly, go-to helpers for attendees who have questions about using the Whova Conference App. Ambassadors

wear a button for easy identification and assist with basic tasks such as downloading the app, logging in, finding sessions, and navigating the event schedule. This role does **not** have a set schedule. After you select the volunteer shifts you would like to cover, you will have the option to indicate that you are interested in also serving as an App Ambassador. A great fit for volunteers who enjoy helping others and are comfortable using mobile apps!

If you have any questions, please feel free to contact volunteer@coabe.org.

Danielle Cox, Volunteer Chair

