

ISACA Volunteer Opportunity Role Description

NAME OF VOLUNTEER OPPORTUNITY: 2022 **ONSITE** ISACA Conference Europe Volunteer

STAFF FACILITATOR: Melissa Swartz

TERM: Start date: 18 October 2022 End date: 21 October 2022

DESCRIPTION:

[ISACA Conference Europe 2022](#), 19-21 October 2022, will be a hybrid event - empowering attendees to choose between a virtual or in-person experience for learning, connecting, and volunteering.

Volunteers for the **in-person experience** will be supporting smooth conference operations and an incredible attendee experience, plus receiving a substantial registration discount. Read more below and consider contributing your time to our conference success.

Virtual conference volunteers should use [this schedule](#) instead.

Responsibilities:

Volunteers participate in educational, networking, and social activities, serving as session monitors, wayfinders, or hosts in the membership lounge experience. Those serving are representatives of ISACA, and work closely with ISACA staff and other volunteers, conference attendees, and speakers.

Shifts are filled on a first-come, first-served basis. ISACA will be filling the following roles for the 2022 Europe Conference:

Wayfinder

- Provide directions within the conference venue for attendees seeking specific a destination(s).
- Provide answers to the most common directional questions asked such as registration desk, exhibit hall, general session room, concurrent session rooms, lunch, receptions.
- You may serve as a back-up for other volunteer roles (such as session room monitor or registration desk), in case of a last-minute cancellation.

Session Monitor

- Ensure speaker arrives and can connect to the AV.
- Scan the badges of all attendees entering the session and assist them with finding a seat.
- Make general announcements and reminders to session attendees.
- Complete the Session Monitor Form providing feedback on each session.
- Monitor room environment (i.e. room temperature, cleanliness, etc.) and inform ISACA staff of any issues, attendee complaints or feedback

Room Scanner

- Assist attendees with finding open seating in general and keynote sessions.
- Monitor room environment (i.e. room temperature, cleanliness, etc.) and inform ISACA staff of any issues, attendee complaints or feedback.
- Provide answers to attendee questions.
- You may serve as a back-up for other volunteer roles (such as session room monitor or registration desk), in case of a last-minute cancellation.

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Membership Loyalty Lounge Host

- Welcome members to the lounge and brief them on available amenities and key details.
- Provide answers to the most common attendee questions such as session and mealtimes, exhibit hall hours, and special activities and entertainment.
- Be resourceful in answering uncommon attendee questions such as securing a private space for a meeting, finding an outlet adapter, or other non-conference related needs.
- Monitor room environment and ambience (i.e. room temperature, cleanliness, lighting, music, etc.) and inform ISACA staff of any issues, attendee complaints or feedback.

Volunteer Criteria:

- Must register as a full conference attendee and pay for the conference by 30 September 2022.
- Attend a mandatory onsite orientation **18 October, 16:30-17:30 Central European Time**
- Commitment to serve the role selected. Please identify a replacement if you must cancel less than 72 hours before the conference.
- Pleasant, positive demeanor as a representative of ISACA.
- Flexibility to effectively adjust to unexpected circumstances.

Volunteer benefits:

- A substantial discount off applicable **in-person** registration rate (full conference pass only, not daily or keynote passes.) **Volunteers who cancel or do not complete a scheduled shift will be invoiced for the full registration amount.*
 - Onsite: US \$558 member / US \$678 nonmember
- Opportunity to network with other attendees and speakers.
- ISACA Conference Europe 2022 offers up to 18 CPEs for the full conference pass. Volunteers, as all attendees, may claim CPEs based on the sessions attended. Additional CPE for volunteering is not available.

All volunteers must have an ISACA Participation Agreement on file. To see if your agreement is active, visit your [volunteer profile](#). Access all volunteer policies [here](#).

ISACA's Philosophy on Volunteer Engagement:

ISACA encourages the active participation of our dedicated professional community in relevant, compelling and innovative activities at both the regional and international levels. With appreciation for the talent, expertise and experience each person contributes, volunteers and staff work collaboratively to fulfill ISACA's purpose and promise, while benefitting from incredible experiences and accomplishments that instill confidence in our professional and personal growth.