***Length of Appointment:*** *ASU Tempe’s DiscoverE Day.*

***Time Commitment:*** *Friday, February 12, 2016 | 9am – 2pm*

***Location:*** *Arizona State University Tempe Campus, Engineering Center G-Wing (ECG) West Patio*

*501 E. Tyler Mall, Tempe, Arizona 85281*

***Responsible to****: Elizabeth Cross, Volunteer Manager for Engineering Deans Office*

***Parking Location****: Apache Blvd. Parking Structure*

*401 E Lemon Street, Tempe, Arizona 85281*

***Volunteer Hospitality Location:*** *Engineering Center F-Wing (ECF) Rm 130*

***Volunteer Title: Information Booth Assistant***

***Purpose****: The purpose of this volunteer assignment is to support the information booth and provide superior customer service to all patrons. Furthermore, the information booth serves as a first aid location and lost child check-point. You will be a key player in creating a welcoming and fun guest experience, while remaining professional and respectful of all stakeholders.*

***Key Responsibilities:***

* *Provide superior customer service to all patrons at the booth*
* *Provide direction and answer questions*
* *Provide information about the event and/or the event’s program*
* *Provide basic first aid when needed*
* *Hand out Sparky Tattoos and get guests excited*

***Qualifications:***

* *Excellent customer service skills*
* *First Aid certified*
* *Energetic and a people person*
* *Ability to carry and lift 25 pounds or more*
* *Ability to solve problems while remaining professional and respectful*
* *Ability to remain calm in somewhat stressful situations (first aid, lost child, etc.)*

***Support:***

* *Advanced formal training will be provided*
* *Follow-up onsite training will be provided*
* *Volunteer Manager will be present on site for questions and assistance*

***Benefits:***

* *Event volunteer t-shirt*
* *Meal*
* *Parking validation*
* *Dean’s Funding Points*

***Skills Developed:***

* *Customer service skills*
* *Issues resolution skills*
* *Communication skills*
* *Teamwork/collaboration skills*

***Dress Code****: Casual, but modest. Appropriate for engagement with young children.*

***The Event Program****: ASU’s Ira A. Fulton Schools of Engineering will host 1500 3rd- 8th grade students and their teachers at ASU’s Tempe and Polytechnic campuses. Students engage in hands-on engineering design activities and explore various types of engineering at the expo hosted by engineering students and faculty. They will discover the world of engineering and technology. The event is free and promises fun for all!*