***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: Room Monitor***

***Purpose****: The purpose of this volunteer assignment is to monitor a room or area of stakeholders while providing superior customer service to all.*

***Key Responsibilities:***

* *Provide superior customer service to all*
* *Provide direction and answer questions*
* *Monitor room/area capacity*
* *Keep the room flowing*
* *Serve as the contact for that area*
* *Report an issues or concerns to volunteer manager*

***Qualifications:***

* *Excellent customer service skills*
* *Experience utilizing event radio*
* *Comfortable giving direction*
* *Good use of judgement*
* *Ability to remain calm in somewhat stressful situations*

***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*
* *Deans Funding Points*

***Skills Developed:***

* *Customer service skills*
* *Issues resolution skills*
* *Communication skills*
* *Delegation 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!*