

# VOLUNTEER DESCRIPTION: **Check-in Assistant**

---

**Event:** ASU Tempe's DiscoverE Day

**Event Time:** Tuesday, July 15, 2025 | 9am – 2pm

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

**Volunteer Manager:** Elizabeth Cross

**Dress Code:** Casual, but modest. Appropriate for engagement with young children. A volunteer T-Shirt will be provided.

**Event Description:** ASU's Ira A. Fulton Schools of Engineering will host 1500 third- eighth grade students and their teachers at ASU's Tempe and Polytechnic campuses. Students engage in firsthand engineering design activities and explore diverse 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!

**Role Description:** The purpose of this volunteer role is to support the check-in desk and provide superior customer service to all patrons. You will be a key player in creating a welcoming and fun guest experience, while remaining professional and respectful of all event stakeholders (event staff, guests, vendors, etc.).

## **Key Responsibilities:**

- Provide superior customer service to all patrons at the check-in desk.
- Provide directions and answer questions.
- Distribute nametags and any other applicable information.
- Provide information about the event and/or the event's program.
- Offer your assistance to create superior guest experience.

## **Qualifications:**

- Excellent customer service skills and communication skills
- Ability to carry and lift twenty-five pounds or more.
- Ability to solve problems while remaining professional and respectful.

## **Required Training:**

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

## **Benefits:**

- Event volunteer T-Shirt
- Hot Meal
- Complimentary Parking
- Deans Funding Points

## **Skills Developed:**

- Customer service skills
- Issues resolution skills
- Communication skills
- Time management skills