



### **Hospitality Team Lead**

*The hospitality team is responsible for the planning and implementation of hospitality initiatives for location-based conferences. The team lead must attend the conference to execute their initiatives and assist with the experience.*

**Key Competencies:** Event Support, Supervising

#### **Specific Responsibilities:**

- **Pre-event Responsibilities:**
  - Responsible for managing the workflow of hospitality general team members to meet deadlines, creating team schedules and delegating tasks as necessary.
  - Communicate all logistical details to the NACA office, such as food & beverage requests, audio/visual equipment, room set, etc.
  - Identify and plan passive and/or active hospitality Initiatives for the conference, based on the schedule provided.
  - Identify and plan Foundation Fundraising initiatives.
  - Determine and implement conference awards.
    - Communicate conference award list, judging criteria, and method of judging to the office.
  - Assists in solicitation of volunteers, including on-site volunteers as needed.
  - Reviews Showcase Selection applications, assisting with additional recruitment as needed.
  - Maintains regular communication between NACA Office staff and team members, integrating liaison team members as necessary.
- **On-site Responsibilities:**
  - Assists in the supervision of Campus Activities Marketplace for the conference as per printed policy, assisted by NACA staff.
  - Identifies and assigns team members to assist national team and Conference Team initiatives as necessary.
  - Staff registration table, along with NACA office staff.
  - Hospitality initiative(s) facilitation and staffing
  - Foundation Fundraising initiative(s) facilitation and staffing
  - Participation in Marketplace Grand Opening Welcome, focusing on high energy excitement to promote interaction between attendees.
  - Support liaison tasks such as Showcase Production, Marketplace, and Business Connections as needed, (*ex. Assisting National Showcase Production backstage*).
- Assures that the Association's Mission, Vision, and Statement on Diversity are reflected in the attendee experience by helping create an inclusive, hospitable environment where all attendees feel welcome.
- Additional responsibilities as assigned and agreed upon with NACA staff liaison.

#### **Qualifications/Expectations:**

- Attends the conference for the entire event to set the tone for attendee engagement.
- Open to part-time (50%) or full-time employees of NACA member institutions.
- Volunteers are encouraged to speak with a supervisor about professional opportunities presented by volunteering with NACA, such as professional and personal growth, and possible financial support.
- If the volunteer changes jobs during the position's term, NACA office staff must be informed of this change within two weeks.



- If the new institution is not a member, they must join as a member within 30 days of hiring.

**Association Support:**

- Access to NACA Google Drives
- Conference Planning Sheet
- NACA Office will provide more information regarding financial support.
- NACA Liaison: Meeting & Experience Manager

**Time Commitment:**

- 7 months, term dates dependent upon conference dates.
- Approximately two hours a week, including meetings and independent planning/organization
  - *Time commitment increases in the weeks leading up to the conference & is often dependent upon team-planned initiatives.*

**Supervision Received:** Conference Committee Chair

**Supervision Exercised:** Hospitality Team general members

**Competencies:**

- Cultivating a Sense of Belonging
- Event Support
- Intentionality in Student Learning
- Networking and Business Relationships
- Recruitment and Retention
- Relationship Development
- Supervising