

# Commercial Volunteer Description

**Commercial Volunteers** will report to the **HamCation Commercial Co-Chairs**.

## Responsibilities and Duties:

- **Purpose:** Provide commercial vendors a smooth and pleasant process at commercial check-in, making sure they know where their booth is, and provide any possible reasonable support.
- **Must be able to work with a TEAM that has one goal:** to make the commercial vendors a happy camper. Be willing to collaborate with others to accomplish this goal. Be willing to accept the guidance and decisions of the Commercial Co-Chairman.
- **Must be motivated:** Know the layout of the Central Florida Fairgrounds property to be able to direct commercial vendors to any place they would like to go (restrooms, Swap's building, Tailgate Check-in, RV Check-in, Forums, etc.). Inspire your teammates.
- **Must be creative and adaptable:** look for solutions to problems that seem insurmountable. Be willing to go beyond what is asked of them and identify opportunities for improvement (solve problems). Be willing to accept that things will change when dealing with commercial vendors.
- **Must be dependable and energetic:** must be on time for the shift work that is involved and must be ready to work the entire shift assigned. Also, must be able to carry out tasks efficiently and honestly. Must show enthusiasm about the tasks to be performed, including assisting vendors to their booths.
- **Must be patient and compassionate:** must be ready to deal with commercial vendors who may be first-time attendees and are confused. And be willing to show empathy to commercial vendors as there may be cultural differences as well as language challenges.
- **Must always be courteous and friendly.**

## **Qualifications:**

- An individual with a genuinely positive friendly attitude; people friendly.
- Able to stand for long periods of time and walk short distances frequently.
- Problem solver: must think how to solve problems that have not occurred. Keep our commercial vendor and guest's safety in mind.
- Commercial Volunteers who have volunteered with us before or at another hamfest are a definite plus.
- Have a working knowledge of Excel Spreadsheets.
- Responsible for security of Vendor Payments
- Guide shippers to place vendor displays and products into correct booth(s).