

2010 BIG E MANAGER DUTIES

Division of Travel & Tourism Development and the Granite State Ambassadors work collaboratively to manage all aspects of running the NH Booth in the NH Building at The Big E each year.

We have developed a “Team” approach with Event and Booth Managers, Booth Supervisors, and a host of talented volunteer travel counselors to help run and staff the booth. Below is a list of Manager Duties:

Event Managers

- Pre-event planning, implementation, and assimilation of suggestions from previous years debriefing.
- Propose and get approval for updates, improvements to any technical, theoretical, physical, and logistical changes.
- Development of budget and get approval.
- Work with Dept of Agriculture & The Big E.
- Pre-event volunteer recruitment, communications, & management
- Development of volunteer packages and responsible for volunteer orientation
- If not at event, remain “On Call” for the 18-20 days during (pre/post) events
- Provide daily volunteer schedule to supervisor (and booth manager)
- Set-up and break down of event
- Final report
- Work as booth (on-site) manager when needed
- Work as “backroom czar” to ensure order, brochure inventory, & supplies
- Communicate with booth manager daily (as needed)
- Establish and communicate a plan to account for all volunteers and booth staff in case of emergency (i.e. where to meet, check in, etc.).

Booth (on-site) Managers

- Work closely with Event Managers to ensure all details of the event are working smoothly while you are on duty. Keep in touch, daily, with Event Manager(s).
- Physical management of NH Information Booth in the NH Building at The Big E
- On-site during event for no longer than 10 days including load in/out (unless previously approved)
- Work as Backroom Czar (BRC) loading and managing inventory list. Communicate need with Event Manager. Volunteers should not re-stock racks.
- Pick up/replace any needed (approved/budgeted) items while on duty during event
- Take responsibility for all technical/computer problems or issues
- Work with any “outside” booth situations (i.e. Big E, Dept Ag, DTTD, etc.)
- Support supervisors and ensure adequate breaks
- Become an agent of DTTD and their programs by helping to support volunteers as they answer guest questions
- Communicate literature needs to Event Manager(s) as needed
- Complete Daily Manger Reports
- Accept submission of “Volunteer of the Day” from the Supervisor (and then pass along to the Big E staff)
- Plan and deal with daily entry tickets & parking issues, as needed
- Help create a positive experience for supervisors and volunteers and privately resolve issues that arise.
- Attend and participate in post-event debriefing to help better the experience of the Big E for guests, volunteers, the NH Tourism Industry and DTTD