



Milwaukee 2020 Host Committee / Democratic National Convention Committee
Presentation for the City of Milwaukee Steering & Rules Committee
Volunteer, Internships, and Employment Opportunities

Thursday, January 30, 2020
1:30 PM

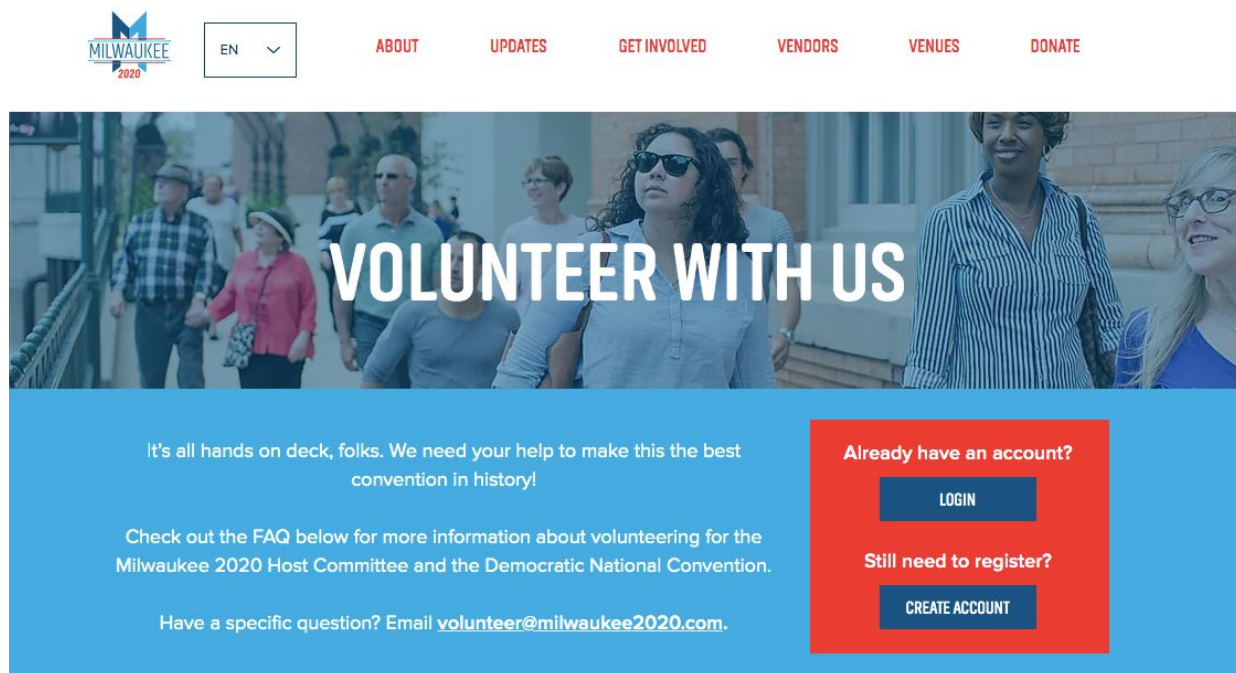
Presenters:

- Liz Gilbert - President, Milwaukee 2020 Host Committee
- Neisha Blandin - Chief Engagement Officer, Milwaukee 2020 Host Committee
- Tony Snell - Senior Director, Volunteer Management, Milwaukee 2020 Host Committee
- Sharon Rurangirwa - Director of Human Resources, Democratic National Convention Committee

Section I: Volunteer Opportunities (Host Committee):

The Milwaukee 2020 Host Committee is looking to build a team of 15,000 volunteers to deliver a positive experience to visitors during the Democratic National Convention, showcase Milwaukee to the world, and make a lasting positive impact on the community, as well as leave a legacy that perpetuates and grows.

To help streamline the recruitment process and build an engaged volunteer corps, the Host Committee launched its official volunteer portal – volunteers’ go-to resource to become a part of the convention and related Host Committee activities and events. The portal is a digital platform where volunteers can view opportunities and apply for specific tasks and shifts as they become available, communicate with convention organizers, and much more.



The landing page for Host Committee volunteer information and portal login is shown above.

Additionally, to ensure that people all over the community have access to registration, the Host Committee announced its partnership with the Milwaukee Public Library (MPL). Through the partnership, each of MPL’s 13 branches across the city will have a designated computer station and instructional signage for volunteer registration, and library staff members will be able to assist volunteers through the registration process.

As part of the partnership, additional volunteers and community partners will be present at the Mitchell Street, East, and Martin Luther King branch libraries on Saturdays in February and March to assist individuals who need language, technological, or other support during the registration process. More detailed information on those opportunities will become available at milwaukee2020.com/volunteer.

To sign up to volunteer, people should visit milwaukee2020.com/volunteer and click the “Create Account” button to begin the volunteer registration process and build a volunteer profile. Once an account is created on the portal, registrants will be able to view detailed information about volunteer opportunities and apply for shifts as they become available.



The screenshot shows the 'Create Account' page for the Milwaukee 2020 portal. At the top center is the Milwaukee 2020 logo, which consists of a stylized blue 'M' above the word 'MILWAUKEE' in blue capital letters, with '2020' in red below it. Below the logo is a blue button labeled 'Create Account'. The registration form is centered below the button. It has four input fields: 'E-mail Address *', 'Confirm E-mail Address *', 'Password *', and 'Confirm Password *'. The 'E-mail Address' field has a red border and a red error message below it: 'Email address must be valid.' The 'Password' field also has a red border and a red error message below it: 'Password must be 8 to 32 characters and contain a mixture of uppercase, lowercase and numbers'. Below the password fields is a reCAPTCHA widget with a checkbox labeled 'I'm not a robot' and a red error message below it: 'Please prove you are human.' At the bottom left of the form area is a grey button labeled 'Submit Registration'.

An example of the volunteer portal “create account” page is shown above.

If an individual indicated their interest in volunteering on the Milwaukee 2020 website prior to the launch of our portal on January 30, 2020, they already have an account and are in the Host Committee’s system. They still need to complete the registration form, however, so the Host Committee and the DNCC will have the required information about their interests and skills.

Volunteers will be needed in abundance during the week of the convention, and there will also be some volunteer opportunities available in the months leading up to the event. Convention and pre-convention opportunities will occur at various times

throughout the day.

The time commitment will vary depending on a volunteer's role and availability. There will be opportunities to work for just a few hours, opportunities to volunteer every day all day during convention week, and everything in between.

Volunteer Interests

Registering with and through the Host Committee does not guarantee a volunteer assignment. While we will try to match volunteers' interests and skills to the available openings, we cannot guarantee volunteers will be placed in any particular position. Of course, if individuals do not want to volunteer for the role or position they are assigned, they are free not to do so. You can find more information about the volunteer roles [here](#)

Administrative and Office Support	<input type="checkbox"/>
Green Team (Sustainability)	<input type="checkbox"/>
Hospitality and Hotel	<input type="checkbox"/>
Operations, Logistics, and Delivery Support	<input type="checkbox"/>
Press and Communications	<input type="checkbox"/>
Social Media	<input type="checkbox"/>
Technology and IT	<input type="checkbox"/>
Transportation	<input type="checkbox"/>
Venue and Event Support	<input type="checkbox"/>
Volunteer Leaders	<input type="checkbox"/>

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The volunteer interest page of the create account process is shown above.

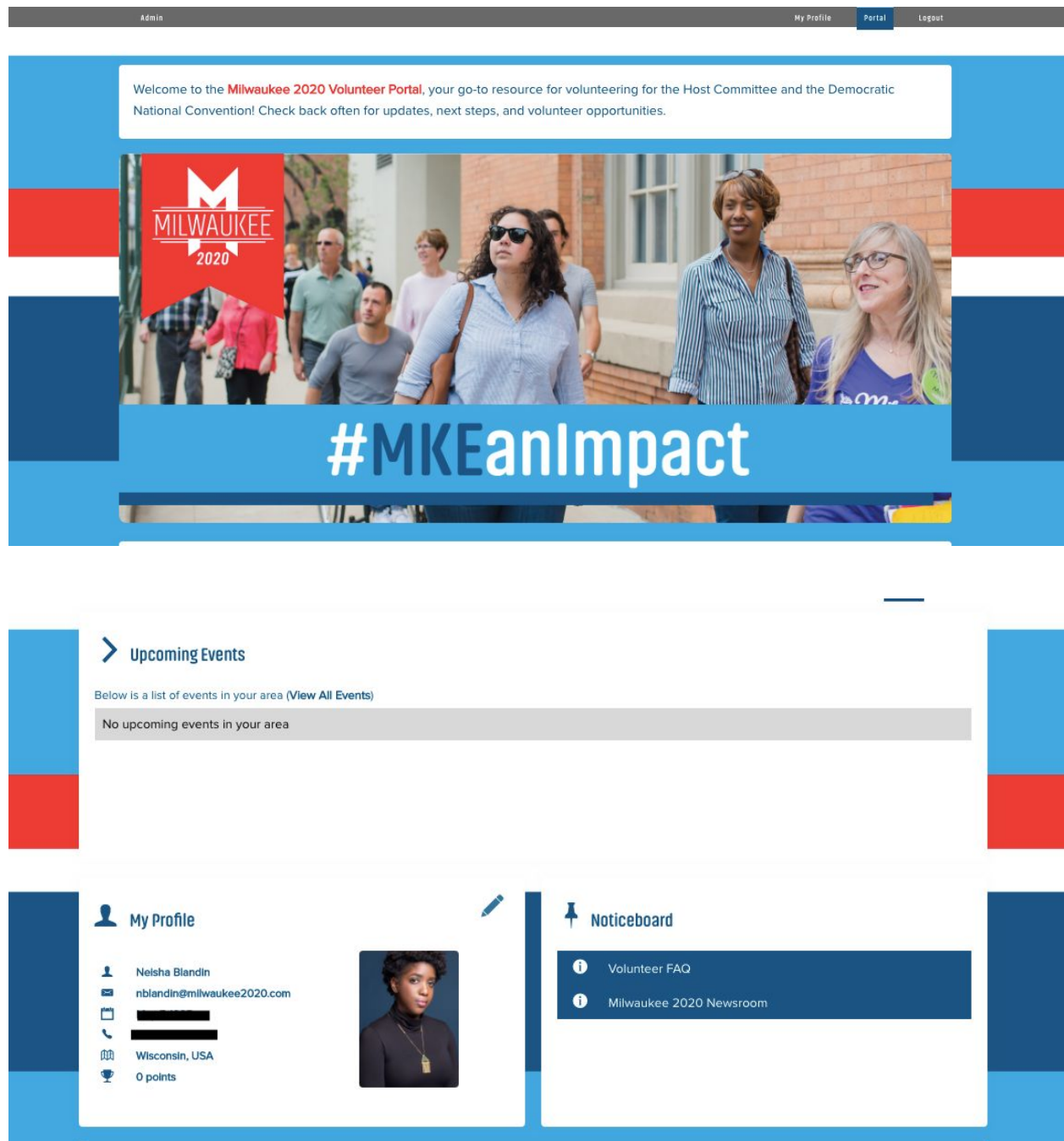
Volunteers are critical to ensuring a safe and successful convention, as well as providing a positive experience for guests and residents alike. While volunteer roles will vary and will be specific to convention needs prior to and throughout the convention, categories may include the following:

- **Volunteer Leaders** — Team captains who manage groups of volunteers and assist with deployment and field support. Leadership roles are best-suited to those with high levels of organization, management, and coordination.
- **Administrative and Office Support** — Volunteers who support the call center,

respond to phone and web-based inquiries, and provide language and translation services.

- **Hospitality and Hotel** — Volunteers who ensure that delegates and visitors have a positive stay in Milwaukee. Volunteers may be greeting visitors at hotels, the airport, the Intermodal station, and bus/shuttle stops, as well as providing support at various hotels. Additionally, volunteers will serve as ambassadors throughout the downtown area.
- **Operations, Logistics, and Delivery Support** — Volunteers who ensure that processes, materials, and distributions are managed efficiently. Volunteers may serve as couriers and runners, as well as respond to operational requests for support.
- **Press and Communications** — Volunteers who assist the communications team with media logistics, press inquiries, engaging visiting press, and similar responsibilities during the convention. Volunteers are needed to help at a variety of sites where convention activities and related events will take place to help provide positive impressions of Milwaukee to the media.
- **Social Media** — Volunteers who digitally capture and post stories on social media to increase the online visibility of the convention's historic events.
- **Technology and IT** — Volunteers who can provide their technical support and expertise. Volunteers respond to incoming queries, coordinate software and hardware, and support technical logistics as needed.
- **Transportation** — Volunteers who facilitate transit and loading for shuttle buses and assist with other driving needs.
- **Venue and Event Support** — Volunteers who ensure that convention-related events run smoothly. They may be greeters, credential checkers, hall guides, or runners at various convention-related and Host Committee events.

The volunteer portal welcome page will be the go-to resource for information on upcoming volunteer events and opportunities, as well as a noticeboard with links to important updates.



Examples of the volunteer portal welcome page are shown above.

Additional information and FAQs:

How old do I need to be to volunteer?

There will be volunteer opportunities for people of all ages leading up to the convention. During the convention itself, which will take place from July 13 to 16, 2020, we are

looking for volunteers that are 16 years and older. Those who are under the age of 18 will need parental consent.

Can I volunteer if I have a disability?

Yes! The Host Committee and DNCC welcome all people to participate in this historic event and value the diverse experience that seniors and people with disabilities bring to the convention. Reasonable accommodations and program modifications can be requested on the registration form.

Do I need to live in Milwaukee to volunteer?

No. Volunteers do not need to live in Milwaukee or Wisconsin to participate in volunteer opportunities with the Host Committee or the convention.

Is housing provided for volunteers?

Similar to other events of this size and scale, volunteers who are coming to Milwaukee from out-of-town are responsible for finding their own lodging.

Is transportation provided for volunteers?

Volunteers are responsible for their own transportation. However, if a volunteer activity requires transit during the shift, the Host Committee will cover transit costs related to that activity. Additionally, those who are interested in volunteering as drivers during the convention will not be asked to provide their own vehicles.

You can find the full volunteer FAQ at www.milwaukee2020.com/volunteer.

Section II: Internship Opportunities (DNCC and Host Committee):

- The DNCC and Host Committee internship programs will pay participants \$15 per hour. In preparation to fill these roles, and ensure that local students are provided the opportunity to take advantage of this unique and meaningful opportunity, the DNCC's Senior Director for Finance & Administration has already reached out to the five main colleges and universities in the Milwaukee area, including UW-Milwaukee, Marquette University, Milwaukee School of Engineering, Milwaukee Institute of Art & Design, and Milwaukee Area Technical College. She has also met with three of the schools in person to discuss internship and job opportunities with their career services departments.
- Once the internship program launches, the DNCC will post opportunities on

the DNCC’s website, as well as *Handshake* and *Purple Briefcase*—two online portals that many schools and technical colleges use to share internship and job listings with students. The DNCC also plans to participate in campus recruitment events. Host Committee opportunities are posted on its website and *Lever*, an additional online portal.

Section III: Employment Opportunities (DNCC and Host Committee):

The DNCC Jobs webpage at <http://demconvention.com/jobs> is shown below:

Communications	Hall Management	Media Logistics
Director of Digital Communications	Associate Director of Hall Operations	Media Logistics Associate
Press Assistant	Hall Operations Associate	
Associate Director of Studio 2020	Associate Director of Hall Construction	Public Engagement
Associate Director of Surrogates	Hall Construction Associate	Director of Special Projects
	Staff Assistant, Hall Operations and Construction	Associate Director of Allied Groups, Latino Outreach
Housing	Hall Operations Manager	Associate Director of Allied Groups, African American Outreach
Housing Staff Assistant	Hall Construction Manager	Associate Director of Allied Groups, AAPI Outreach
Housing Manager of News Media & Staff		Associate Director of Allied Groups - Women, LGBTQ, and Youth Outreach
Housing Manager of Finance & Production	Operations	
Housing Manager, Headquarters Hotel	Associate Director of Volunteers	Finance & Administration
	Manager of External Office Facilities	Accountant/Bookkeeper
	Venue Security Associate	
	Convention Facilities Associate	
	Associate Director of Convention Facilities, Participant Engagement	
	Operations Staff Assistant	

As we work to plan a successful convention, the DNCC is building a team of experienced energetic, and diverse individuals. In the coming months as we get closer to the Convention, our current team will grow to roughly 115 employees by Convention week, with approximately two-thirds of our positions left to fill. Open job opportunities are posted on a rolling basis, and can be viewed online at demconvention.com/jobs. The DNCC also shares all available opportunities with milwaukeejobs.com—an online job

network that works closely with diverse, community-based organizations—so that we can tap into Milwaukee’s local talent pool.

Additionally, Host Committee job opportunities can be found on its website and at <https://jobs.lever.co/milwaukee2020>

Contact Information:

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