

ICNA Convention Volunteer Job Descriptions

Convention Setup Help

Position: Convention Setup Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned (5/23/2025)

Reports To: ICNA Convention Volunteer Management

Role Overview:

As a **Convention Setup Volunteer**, you will assist in preparing the venue for the ICNA Convention. Your role will involve setting up banners, conference rooms, and ensuring all areas are organized for a smooth start to the event.

Responsibilities:

- Help with placing banners, signs, and directional markers around the venue.
- Organize exhibitor booths and ensure they are properly arranged.
- Work closely with the logistics team to transport materials to designated areas.
- Assist in resolving any last-minute setup issues or adjustments.

Skills Required:

- Ability to **lift and move lightweight materials** (chairs, boxes, banners, plants etc.).
- Strong **teamwork and coordination skills**.
- Attention to detail to ensure correct placement of event materials.
- Willingness to follow instructions from event coordinators.
- Communicate with clarity and listen actively

Benefits:

- Gain **event setup and logistics experience**.
- Opportunity to be part of a large-scale community event.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.

Dress Code:

- Comfortable, modest clothing suitable for physical activity.
- Closed-toe shoes for safety.

Dawah Table Setup & Dawah

Position: Dawah Table Setup & Dawah Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Dawah Team Coordinator

Role Overview:

As a **Dawah Table Setup & Dawah Volunteer**, you will assist in setting up the Dawah booth and engage with attendees by sharing information about Islam. Your role is crucial in ensuring the Dawah table is well-organized and that visitors receive respectful and informative responses to their inquiries.

Responsibilities:

Dawah Table Setup:

- Arrange the Dawah table with brochures, Qur'ans, and other Islamic materials.
- Ensure the table is presentable, well-stocked, and neatly organized.
- Set up any banners or signage related to the Dawah booth.
- Help manage the flow of visitors and maintain an inviting atmosphere.

Dawah Engagement:

- Greet visitors warmly and engage in friendly conversations about Islam.
- Answer basic questions about Islamic beliefs, practices, and values.
- Distribute Islamic literature, such as Qur'ans, pamphlets, and booklets.
- Encourage meaningful and respectful discussions, avoiding debates or confrontations.
- Direct visitors to appropriate resources or scholars for more in-depth inquiries.
- Maintain a **polite, welcoming, and professional demeanor** at all times.

Skills Required:

- **Good communication skills** and the ability to engage in conversations respectfully.
- **Basic knowledge of Islam** and Dawah principles.
- **Patience and empathy** when interacting with people of different backgrounds.
- **Ability to remain calm and professional** in case of difficult questions or discussions.
- Multilingual abilities are a plus but not required.

Benefits:

- Gain **experience in community engagement and Dawah efforts**.
- Enhance **interpersonal and communication skills**.

- Play a vital role in **spreading awareness about Islam** in a respectful and informative manner.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.

Dress Code:

- Modest and presentable attire appropriate for engaging with the public.
- ICNA Volunteer Badge (to be provided).

ICNA Membership Booth

Position: ICNA Membership Booth Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: ICNA Membership Coordinator

Role Overview:

As an **ICNA Membership Booth Volunteer**, you will be responsible for engaging with attendees, providing information about ICNA's mission and programs, and assisting individuals in signing up for ICNA membership. Your role is crucial in growing the ICNA community and encouraging active participation.

Responsibilities:

- Greet and welcome attendees at the **ICNA Membership Booth**.
- Provide information about **ICNA's mission, programs, and activities**.
- Assist interested individuals in **signing up for ICNA membership**.
- Distribute membership materials.
- Answer inquiries regarding **membership benefits and involvement opportunities**.
- Encourage attendees to become active participants in **ICNA initiatives**.
- Work closely with the **ICNA team** to relay any concerns or questions from attendees.

Skills Required:

- **Strong communication and interpersonal skills**.
- Ability to engage with people in a **friendly and welcoming manner**.
- Basic knowledge of **ICNA's mission, values, and programs** (training will be provided).
- **Customer service experience** is a plus but not required.

Benefits:

- Gain **experience in community outreach and nonprofit engagement**.
- Help expand **ICNA's impact by increasing membership**.
- Opportunity to **network with fellow volunteers and attendees**.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.

Dress Code:

- Modest and presentable attire.
- ICNA Volunteer Badge (to be provided).

Salat Area Setup & Salat Arrangement

Position: Salat Area Setup & Salat Arrangement Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Salat Coordination Team

Role Overview:

As a **Salat Area Setup & Arrangement Volunteer**, you will be responsible for preparing and maintaining the designated prayer areas for attendees. Your role is essential in ensuring a well-organized, clean, and peaceful environment for worshippers throughout the convention.

Responsibilities:

Salat Area Setup:

- Arrange and set up designated prayer areas for both **brothers and sisters**.
- Lay out tapes for **safoof** and ensure that they are properly aligned.
- Ensure the **wudu (ablution) area** is accessible and properly stocked with supplies.
- Place directional signage to help attendees find the Salat area easily.

Salat Arrangement & Assistance:

- Guide attendees to available **prayer spots** and ensure smooth entry and exit.
- Handout the shoe bags.
- Assist with **crowd management** to prevent congestion before and after prayer.
- Provide **chairs** for elderly attendees or those with special needs.
- Monitor and maintain cleanliness in the Salat area throughout the event.
- Work with the **event coordinators** to schedule and announce Salat times.

Skills Required:

- **Knowledge of prayer etiquette and organization.**
- Ability to **manage crowds and maintain order.**
- **Strong teamwork and communication skills.**
- **Attentiveness** to ensure a respectful and organized prayer space.

Benefits:

- Earn **reward for facilitating prayers for the community.**
- Gain **event management and coordination experience.**
- Opportunity to **serve and connect with the Muslim community.**

- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.

Dress Code:

- Modest, comfortable attire suitable for assisting with Salat arrangements.
- ICNA Volunteer Badge (to be provided).

Guide

Position: Guide Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: ICNA Convention Volunteer Management

Role Overview:

As a **Guide Volunteer**, you will assist attendees in navigating the convention, providing directions, and ensuring a smooth experience for all guests. Your role is essential in helping visitors feel welcome, informed, and comfortable throughout the event.

Responsibilities:

- Greet attendees and provide directions to different areas, including **conference rooms, main hall, prayer areas, food courts, restrooms, and registration desks**.
- Assist attendees in understanding the **event schedule and session locations**.
- Provide guidance to **special guests, speakers, and elderly attendees** who may require additional assistance.
- Direct attendees with **special needs** to accessibility services if required.
- Help maintain a **steady flow of foot traffic** and prevent congestion in crowded areas.
- Answer general questions about the convention in a **friendly and professional manner**.
- Assist in **emergency situations** by guiding attendees to designated exits or safety zones if needed.
- Work closely with **other volunteers and event coordinators** to relay important updates.

Skills Required:

- **Excellent communication and interpersonal skills**.
- Friendly and **approachable demeanor**.
- Ability to remain **calm and helpful** in high-traffic situations.
- Basic **knowledge of the event schedule** and venue layout (training will be provided).
- Multilingual abilities are a plus but not required.

Benefits:

- Gain **customer service and event coordination experience**.
- Opportunity to **network with attendees and speakers**.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.
- Be a vital part of making the convention a welcoming and organized experience.

Dress Code:

- Modest, comfortable clothing.
- ICNA Volunteer Badge (to be provided).

Information Desk

Position: Information Desk Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Volunteer Coordination Team

Role Overview:

As an **Information Desk Volunteer**, you will be the primary point of contact for attendees seeking information about the convention. Your role is to assist the attendees, answer inquiries, and ensure guests have a smooth and informed experience.

Responsibilities:

- Greet attendees and provide **accurate information** about event schedules, locations, and activities.
- Assist with **directions to conference rooms, main hall, bazaar, prayer spaces, and food courts**.
- Answer **general inquiries** regarding speakers, sessions, and special events.
- Handle **lost and found** items and maintain a log for misplaced belongings.
- Provide guidance on **registration, ticketing, and badge pick-up** if needed.
- Assist attendees with **special needs** by directing them to relevant support services.
- Distribute **event brochures, maps, and schedules**.
- Maintain a **friendly, professional, and welcoming environment**.
- Communicate with the **event coordination team** to escalate issues or relay important updates.

Skills Required:

- **Strong communication and customer service skills**.
- Ability to **handle multiple inquiries efficiently**.
- Friendly and **approachable demeanor**.
- Knowledge of **event details and layout** (training will be provided).
- Ability to **remain calm under pressure** in high-traffic areas.
- Multilingual abilities are a plus but not required.

Benefits:

- Gain **valuable event management and customer service experience**.
- Opportunity to **interact with attendees, speakers, and organizers**.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.
- Play a key role in ensuring a **smooth and organized event experience**.

Dress Code:

- Modest, professional attire.
- ICNA Volunteer Badge (to be provided)

Childcare Security

Position: Childcare Security Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Childcare Security Coordinator

Role Overview:

As a **Childcare Security Volunteer**, you will be responsible for ensuring the safety and security of children within the designated childcare area. Your role includes monitoring access, verifying check-in and check-out procedures, and providing a secure environment for both children and staff.

Responsibilities:

- Monitor **entry and exit points** of the childcare area to ensure only authorized individuals have access.
- Verify **parent/guardian identification** during check-in and check-out.
- Assist childcare staff in **maintaining a safe and secure environment**.
- Ensure children always remain within the designated childcare area.
- Observe and report any **suspicious activity or safety concerns** to event security or childcare supervisors.
- Assist in **emergency procedures** and direct children to safety if needed.
- Maintain a **calm and reassuring presence** for children and parents.
- Work closely with the **childcare team** to ensure smooth operations.

Skills Required:

- **A government issued photo ID will be required.**
- **Strong attention to detail and awareness.**
- Ability to **remain alert and proactive** in security-related situations.
- Good **communication skills** to interact with parents, staff, and security teams.
- **Patience and understanding** when dealing with children and families.
- Prior experience in **security, childcare, or event safety** is a plus but not required.

Benefits:

- Gain **valuable experience in event security and childcare safety.**
- Opportunity to **help create a secure environment for families.**
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.
- Be a part of a **trusted team ensuring child safety at the convention.**

Dress Code:

- Modest, professional attire.
- ICNA Volunteer Badge (to be provided).

Conference Management

Position: Conference Management Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Conference Coordination Team

Role Overview:

As a **Conference Management Volunteer**, you will assist in ensuring the smooth execution of conference sessions by coordinating logistics, managing audience flow, and supporting speakers and panelists. Your role is crucial in maintaining organization and efficiency throughout the event.

Responsibilities:

- Assist in **setting up and organizing conference rooms** before each session.
- Ensure **audio-visual equipment** is functional and report any issues to the tech team.
- Manage **crowd control** and guide attendees to designated areas for brothers, sisters, and family members.
- Support **speakers and panelists** with time management and any setup needs.
- Monitor the session and address **any disruptions or logistical concerns**.
- Assist with **Q&A sessions**, including passing microphones and moderating audience participation.
- Work closely with the **event coordination team** to ensure smooth transitions between sessions.

Skills Required:

- **Strong organizational and multitasking skills.**
- Ability to **remain calm and efficient** in high-traffic situations.
- **Good communication skills** to interact with attendees and speakers.
- **Basic technical knowledge** of audio-visual equipment is a plus.
- **Problem-solving ability** to handle last-minute changes or challenges.

Benefits:

- Gain **valuable experience in event management and coordination.**
- Opportunity to **network with speakers, panelists, and attendees.**
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.
- Be a key part of ensuring a **successful and well-organized conference.**

Dress Code:

- Modest, professional attire.
- ICNA Volunteer Badge (to be provided).

Jump & Fun

Position: Jump & Fun Rides Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Event Activities Coordinator

Role Overview:

As a **Jump & Fun Rides Volunteer**, you will assist in supervising and ensuring the safety of children enjoying inflatable rides and other fun activities. Your role is essential in creating a fun, safe, and organized environment for kids and their families.

Responsibilities:

- Supervise **bounce houses, slides, and other inflatable rides** to ensure safe usage.
- Monitor **entry and exit points** to prevent overcrowding and ensure safety protocols are followed.
- Assist children in **lining up and taking turns** in an orderly manner.
- Ensure all rides and play areas remain **clean and free of hazards**.
- Enforce **safety guidelines** and intervene if any unsafe behavior is observed.
- Provide **basic first aid assistance** if minor incidents occur and report any emergencies immediately.
- Communicate with **parents and guardians** regarding any concerns or issues.
- Work closely with the **event activities team** to manage crowd flow and resolve any logistical concerns.

Skills Required:

- **Patience and attentiveness** when working with children.
- Ability to **enforce rules in a friendly and respectful manner**.
- Strong **communication and teamwork skills**.
- **Basic knowledge of first aid** is a plus.
- Energetic and **enthusiastic personality** to keep the atmosphere lively and engaging.

Benefits:

- Gain **experience in event supervision and child safety management**.
- Opportunity to **engage with families and contribute to a fun atmosphere**.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.
- Be part of creating **joyful experiences for children at the convention**.

Dress Code:

- Comfortable, modest clothing suitable for an **active environment**.
- ICNA Volunteer Badge (to be provided).

Camera Person

Position: Camera Person Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Media & Photography Team Lead

Role Overview:

As a **Camera Person Volunteer**, you will be responsible for capturing high-quality photos and videos of the convention's key moments, including sessions, panel discussions, social gatherings, and special events. Your role is essential in documenting the event and providing media content for promotional and archival purposes.

Responsibilities:

- Capture **clear and high-quality photos/videos** of convention activities, including speakers, panelists, and audience engagement.
- Record **key speeches, panel discussions, and special events** for documentation and social media use.
- Ensure proper **lighting, angles, and framing** for professional-quality shots.
- Work closely with the **media team** to follow the event's photography and videography guidelines.
- Assist with **live streaming** (if applicable) for online viewers.
- Organize and **upload captured content** to the designated storage platform.
- Respect privacy requests and avoid filming restricted areas.
- Be mindful of **background noise, distractions, and smooth camera movements** while recording.

Skills Required:

- Experience in **photography and/or videography** (professional or amateur).
- Familiarity with **DSLR cameras, camcorders, tripods, and other equipment**.
- Ability to **frame shots properly and adjust settings for different lighting conditions**.
- Strong **attention to detail and creative eye** for capturing key moments.
- Ability to **work in a fast-paced event environment** and take direction from the media team.

Benefits:

- Gain **real-world experience in event photography and videography**.
- Build a **portfolio of professional event coverage**.
- Network with **media professionals and event organizers**.

- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.

Dress Code:

- Modest and professional attire.
- ICNA Volunteer Badge (to be provided).

Immigration Clinic

Position: Immigration Clinic Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Immigration Clinic Coordinator

Role Overview:

As an **Immigration Clinic Volunteer**, you will assist in facilitating the smooth operation of the clinic by supporting attorneys, guiding attendees, and ensuring an organized environment for those seeking immigration assistance. Your role is essential in helping community members access valuable legal guidance.

Responsibilities:

- Greet and assist attendees seeking immigration services.
- Help with **check-in and registration** of individuals seeking consultations.
- Guide attendees to **available attorneys or consultation stations**.
- Maintain an **organized and confidential environment** for discussions.
- Distribute **informational materials** about immigration services and resources.
- Assist attorneys and clinic staff with **basic administrative tasks**.
- Ensure a smooth flow of **appointments and consultations**.
- Direct attendees to **relevant legal or community resources** if further assistance is needed.

Skills Required:

- **Strong communication and interpersonal skills.**
- Ability to handle **sensitive and confidential information** professionally.
- **Bilingual or multilingual skills** are a plus (especially in Arabic, Urdu, Spanish, or Bengali).
- Organizational skills to manage **appointment flow and paperwork**.
- A background in **law, immigration services, or social work** is helpful but not required.

Benefits:

- Gain **valuable experience in community service and legal assistance**.
- Opportunity to **work alongside experienced immigration attorneys**.
- Help individuals and families navigate **important legal challenges**.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.

Dress Code:

- Modest and professional attire.
- ICNA Volunteer Badge (to be provided).

Convention Windup Help

Position: Convention Windup Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/26/2025

Shift Duration: As assigned

Reports To: Logistics & Cleanup Coordinator

Role Overview:

As a **Convention Windup Volunteer**, you will play a crucial role in ensuring the smooth **breakdown and cleanup** of the convention after its conclusion. Your assistance will help restore the venue to its original condition while efficiently wrapping up event logistics.

Responsibilities:

- Assist in **dismantling banners, signs, and event setups**.
- Help with **packing and organizing leftover materials** for storage or transportation.
- Collect and properly dispose of **waste, recyclables, and event supplies**.
- Work closely with the **logistics team** to return borrowed equipment.
- Check for **lost and found items** and report them to event coordinators.
- Follow instructions from the **logistics team** to complete tasks efficiently.

Skills Required:

- **Physical ability** to assist with lifting and moving materials.
- Strong **teamwork and coordination skills**.
- Ability to **work efficiently in a fast-paced environment**.
- Attention to detail to ensure **no important items are left behind**.
- Willingness to **follow instructions and collaborate** with other volunteers.

Benefits:

- Gain **experience in event logistics and management**.
- Play a key role in **supporting the ICNA community**.
- Receive a **volunteer certificate, convention registration**, and a meal during or after the shift.
- Be part of the **behind-the-scenes effort that ensures a smooth event conclusion**.

Dress Code:

- Comfortable, modest clothing suitable for **physical work**.
- Closed-toe shoes for **safety**.
- ICNA Volunteer Badge (to be provided).

Childcare

Position: Childcare Volunteer

Location: The Baltimore Convention Center, 1 W Pratt St, Baltimore, MD 21201

Dates of Convention: 5/24/2025-5/25/2025

Shift Duration: As assigned

Reports To: Childcare Coordinator

Role Overview:

We warmly invite volunteers to assist our childcare team in supporting providers within the childcare rooms.

The **ICNA Childcare Core Team** is seeking **dedicated volunteers** with experience working with children to assist providers in the **Childcare area rooms** during the **ICNACON 2025 convention** on **Saturday and Sunday, May 24th and 25th**.

Responsibilities:

- Support providers with **educational and recreational activities** to meet children's **physical, emotional, intellectual, and social needs**.
- Help supervise children's **behavior, communication, and interactions**, ensuring a **safe environment** for all participants.
- Assist providers in **distributing snacks** and **accompanying children to the bathroom** as needed.
- Volunteers will be assigned to specific rooms to work closely with **childcare providers** during **Saturday and Sunday sessions**.
- Volunteers will help facilitate activities, arts and crafts, snack distribution, and provide general support to ensure the well-being and engagement of the children throughout the day.

Additional Information:

- More details regarding assignments will be **shared soon**.
- Volunteers must attend **mandatory virtual training sessions** with the **Childcare Core Team** and providers to ensure a smooth and successful program.

Benefits of Volunteering for ICNA Convention Childcare Team

Volunteering as a Childcare Volunteer during ICNA Convention 2025 offers a rewarding and enriching experience, with both personal and professional benefits:

1. Community Service

Make a meaningful contribution to the Muslim community by helping parents attend the convention with peace of mind while their children are in a safe and engaging environment.

2. Valuable Experience

Gain hands-on experience in childcare by working alongside professional providers. This is especially beneficial for individuals considering careers in education, child development, or social work.

3. Skill Development

Develop and strengthen essential soft skills such as communication, teamwork, patience, problem-solving, and leadership.

4. Networking Opportunities

Connect with other dedicated volunteers, professionals in childcare, and ICNA leadership, expanding your network within the community.

5. Volunteer Recognition

All volunteers will receive:

- A volunteer certificate
- Free ICNA Convention registration
- A complimentary meal during or after your shift
- An invitation to the exclusive Volunteer Appreciation Luncheon

6. Spiritual Reward

Earn immense reward for your time and effort, especially during a weekend of Islamic learning, reflection, and community building.