



6. Volunteer Coordination

Hundreds of thousands of volunteers pack food through FMSC MobilePack events each year. Your Volunteer Coordination Team will ensure that volunteers can conveniently sign up for food packing shifts at your event, are provided all information they need to know before arriving and know how to adjust their reservation if needed.



STOP

Have you filled out the Volunteer Registration questionnaire emailed to you by your Event Planner? If not, please do so now before continuing.

To make reserving a spot as easy as possible, FMSC has created a customized online Volunteer Registration System (VRS) for volunteers at FMSC's permanent sites and MobilePack events. It provides a seamless signup process and offers administrative tools to keep you organized in your volunteer recruitment.

Your first step as the Volunteer Coordination Team is learning how to use the system.

The exact timeline for your event's registration process will be coordinated by you and your FMSC Event Planner. You can begin this discussion after the packing schedule is confirmed.



SEVEN WEEKS PRIOR

Online training

As the Volunteer Coordinator(s), you will receive training videos from your Event Planner. These training videos will provide an overview of your responsibilities and instruct you on how to best use the Volunteer Registration System. Once you receive the training, you'll become the main contact(s) for any questions related to online volunteer registration.



SIX WEEKS PRIOR

Open registration

The Volunteer Registration questionnaire will help you customize your event's registration page and process. Your Event Planner will create a VRS registration website for you and coordinate a "go-live" date (however, please do not advertise the "go-live" date until it has been confirmed by FMSC). You can also decide whether you want public registration or private registration. All events will automatically appear on FMSC's online list of upcoming events (fmsc.org/mobilepack/events) with a link to your FHQ fundraising page (see Chapter 4: Fundraising), but you can choose to allow the general public to volunteer or to limit volunteering to those you specifically invite.

Once registration is open, encourage volunteers to register as individuals, groups or families. You'll give them ownership and save yourself time! Those who register online will be emailed a reminder of their packing session. Continue to recruit volunteers until all shifts are filled, or up until the event, and keep your Event Planner informed of progress along the way.

PUBLIC REGISTRATION

- » If you choose to make volunteer registration available to the general public, work with your Event Planner to determine a date it will “go live.” Typically event registration opens six to eight weeks before an event.

PRIVATE REGISTRATION

- » If you prefer to limit registration to people you invite, we will provide an access code to share with your volunteers. Your event will still be listed among other events on FMSC’s website, and your FHQ page will be available for people to see event information and make donations.

PRIORITY REGISTRATION

If your event is open to the public but you want your volunteer base to receive priority registration, your Event Planner will issue an access code for you to share with your priority volunteers. Stress the importance of registering early to guarantee spots. Your Event Planner can help you with this.



FOUR WEEKS PRIOR

Answer volunteer questions

As the Volunteer Coordination Team, you’ll be the go-to people for volunteers registering to pack meals at your event. You’ll likely receive questions about how to change group size, add member names, reassign the group leader, cancel a reservation or sign up volunteers without using email. You can prepare for these questions by checking out the FAQs at the end of this chapter. If you receive questions you can’t answer, please contact your FMSC Event Planner.

AGE REQUIREMENTS

FMSC volunteers must be at least five years old, and we recommend that groups of youth be third grade and older. Although FMSC doesn’t require permission forms for youth, you may choose to do so on your own.

Necessary student-to-adult ratio

Kindergarten through second grade | One student to one adult

Third through sixth grade | Three students to one adult

Seventh through ninth grade | Four students to one adult

10th-12th grade | Five students to one adult

Throughout the registration period, you’ll want to encourage group members to fill in the complete names of all group members. This speeds up the check-in process at the packing shift. Also, if group leaders have not filled in group member names, check signups for each shift and contact group leaders to ask them to fill in names or change their group size to a more accurate number. This allows more volunteers to sign up for available spots. Lastly, continue to remind volunteers to invite others to join their group using posters, flyers, email and social media!



THREE WEEKS PRIOR

Prepare for volunteer check-in

Enlist three or four volunteers to assist with volunteer check-in for each shift. They should arrive 30 minutes before each shift begins.

QUICK TIP

Encourage flexibility. Let volunteers know that shifts, and specific roles in those shifts, are fluid and may change. We will do our best to make sure volunteers get to pack with the group they came with, but some exceptions may need to be made to ensure each role is filled. Everyone works together to pack the most food!



THE DAY OF

Send thank yous to volunteers and donors

You can work with the other core teams, especially the Hospitality, Prayer and Fundraising Teams, to thank as many donors and volunteers as you can. Try to do this as soon after the event as possible so people know their efforts were appreciated.

When you complete the step above to enter attendance for your event, the volunteers who attended will receive a thank you email from FMSC as well.

VRS FAQs

Can we have offline registration signups at our church/business/school, etc., in addition to online registration?

Yes, absolutely! To do this, please go online first and use the registration system to reserve the number of spots you intend to fill during your offline registration. Then we suggest you create signup sheets with the appropriate number of meal packing spots (use separate sheets for each meal packing shift reservation you've made). Include enough space for volunteer name, adult/child designation and email address so you can add their names to your existing online reservation(s).

DOWNLOAD A BLANK SIGN UP TEMPLATE HERE:

<https://www.fmsc.org/get-involved/host-a-mobilepack-event/mobilepack-workbook>

Can we set up computers at our church/business/school so people can register online?

Yes. Volunteers will need to log in or create an account as they sign up. Please ensure each volunteer is fully logged out of the FMSC system after they finish making their reservation, so the next user does not accidentally make a reservation under the previous person's account. For more tips on setting up a "registration kiosk," check with your Event Planner.

How should I register volunteers who do not have access to a computer/internet to register themselves?

If you anticipate this will be an issue at your event, you can follow the steps outlined in the first FAQ above: Reserve a small number of spots at each shift for those unable to register online.

As volunteers contact you to register offline, use the "Add Member Names" feature of your online reservation to add their name to the reservation you've already made for the corresponding shift. Be sure to create your online reservations right away so you have enough packing spots available for these volunteers. Here's a sample reservation name you could use: "Manual Signup Group Shift 1."

How do I search for and make changes to a group, family or individual reservation?

- » Visit your event's online registration page, select "Log in" or click here and log in.
- » Next, select "Admin" in top right corner to view the Event Host System Administration Page.
- » Select "Manage Groups."
- » Enter any information you know about the reservation (you don't need complete information, so if you just know the group leader's name or the group name, enter that here).
- » Be sure to select your event from the location drop down box.
- » In the search results, select "Manage," which is located next to the appropriate result.

How do I look up all of the reservations at a certain packing shift?

- » Visit your event's online registration page, select "Log in" or click here and log in.
- » Next, select "Admin" in top right corner to view the Event Host System Administration Page.
- » Select "Shift Summary and Contact Information" and select your event from the location drop down box.
- » Enter a date or the date range of your event.
- » Select "Search" at the bottom of the page.
- » The report will appear with all groups, families and individuals listed in order of group size.

Why is it important to enter the names of all the people in a reservation?

This information allows both FMSC and you to have an accurate record of who attended! This ensures all volunteers receive necessary information via email prior to their shift. Adding names to reservations increases group accountability and gives you a more accurate assessment of how many people are coming to each packing shift, rather than just seeing the number of spots a group has reserved.

If there are groups that have reserved many spots but haven't entered any names of their group members, what should I do?

You may use the Shift Summary and Contact Report to get a list of all groups and their group leaders' contact information. If they do not add the names of their group members, you can call/email them to ask if they can add the names or change their group size to a more accurate number, in order to help you estimate the number of volunteers attending.

Can we sign up volunteers for specific roles or packing stations?

The registration system does not allow specifying a role or station at the event. We will make every effort to ensure that groups signed up together will pack together, but we also encourage event hosts and all volunteers to remain flexible, as the number of people required at each station or specific roles varies depending on the number of people in attendance.

I set up a reservation for a group, but I don't want to be responsible for managing the reservation. Can I transfer the reservation to another user?

Yes, you can designate someone else as the group leader of a reservation that you or anyone else has made. To do this, the new group leader will need to create an account in the FMSC volunteer registration system (if they have not done so already) and will need to be added to the group as a member.

Once the intended new group leader has an account, log in and select "Manage My Reservations."

- » Select the shift you'd like to change.
- » Select "Edit" next to the appropriate group.
- » Within the reservation from the dropdown, select the appropriate group member to be the new group leader.

The new group leader will then receive an email with the group's information and a link to manage their reservation.

FREQUENTLY ASKED BY VOLUNTEERS

Why didn't I receive a confirmation or reminder email for my shift? Or a password reset email?

Please instruct the volunteer to check the spam folder in their email inbox if they are not receiving emails regarding their FMSC reservation. If this is not the issue, contact your Event Planner for assistance.

How can I change the shift a group/individual is signed up for?

Volunteers can click "Manage My Reservation" on the main FMSC homepage to update, change, delete or reschedule their reservation.

Why doesn't the system recognize my account when I try to login?

If you have signed up to fundraise for your MobilePack through the Fundraising Headquarters, you will have an account in that system, but not necessarily in FMSC's main Volunteer Registration System. They are two separate systems, and you will need to create an account in the Volunteer Registration System as well.

If you have registered to volunteer in the past, check with your Event Planner to see if you do have an account in FMSC's Volunteer Registration System.

The reservation is requesting an Access Code: How do I get this?

The Access Code is designed for sponsors and other select groups. Contact the Volunteer Coordinator for the Access Code availability.

How can volunteers join already existing groups?

Volunteers can search for an existing group on the main FMSC volunteer page by entering information into the "Looking for a Specific Group?" search bar. The group leader must pass along their Join Code (found in their confirmation email), Group Name or Leader Name to ensure that others can find and register for their group.



Volunteer Coordination team notes

Task	Due date	✓
Online training		
Volunteer registration questionnaire		
Registration go-live date		
Update FMSC Event Planner with progress		
Three to four greeter volunteers for each shift		

Additional notes: