



AIGA Dallas Hospitality Chair

Minimum Tenure: 2 years

Maximum Tenure: 4 years

Role Purpose

The Hospitality Chair is responsible for shaping the welcoming, inclusive, and human experience of AIGA Dallas events. This role ensures that members, guests, speakers, partners, and sponsors feel valued and supported from arrival to follow-up. By focusing on hospitality, care, and thoughtful details, the Hospitality Chair helps create environments—and lasting impressions—where meaningful connection and community can thrive.

Core Responsibilities

Event Hospitality & Guest Experience

- Plan and oversee hospitality elements for chapter events, including food, beverages, check-in flow, and guest comfort
- Arrive early to events to set up and prepare hospitality stations
- Ensure speakers, panelists, workshop leaders, mentors, partners, and sponsors are welcomed, supported, and properly acknowledged
- Anticipate guest needs and proactively resolve issues to maintain a positive event experience

Volunteer Coordination

- Manage and coordinate volunteers from the chapter's volunteer pool to support hospitality needs at events
- Schedule and staff volunteers to assist with event setup, hospitality stations, and guest support
- Clearly communicate expectations, schedules, and responsibilities to volunteers
- Serve as the primary point of contact for hospitality volunteers on event days

Food, Beverage & Logistics

- Work with venues, partners, and vendors to coordinate food and beverage offerings
- Ensure inclusive options are available (dietary restrictions, non-alcoholic beverages, etc.)
- Oversee food and beverage setup to ensure it is clean, attractive, and accessible
- Monitor quantities and flow during events to minimize shortages or waste



Speaker, Partner & Sponsor Appreciation

- Develop and execute thoughtful, creative ways to show appreciation to speakers, workshop leaders, vendors, partners, and sponsors
- Write and coordinate thank-you emails and/or handwritten notes following events
- Collaborate with board members to align appreciation efforts with chapter values, tone, and budgets
- Ensure appreciation efforts feel genuine, timely, and reflective of AIGA Dallas culture

Collaboration & Coordination

- Collaborate with the Onsite Experience Chair and Event Chairs to align hospitality needs with event goals
- Work closely with the Director of Partnerships to support sponsor and partner engagement
- Coordinate with board members to ensure hospitality efforts are consistent and well-executed

Community Care & Inclusion

- Help ensure events feel welcoming to first-time attendees and returning members alike
- Support inclusive practices that reflect the diversity of the AIGA Dallas community
- Serve as a friendly, visible point of contact during events

Collaboration & Reporting

- Reports to the Director of Programming (or President, depending on structure)
- Works closely with:
 - Onsite Experience Chair
 - Event Chairs
 - Director of Partnerships
 - Director of Membership & Community
 - Executive Board members
- Leads and coordinates hospitality volunteers

Time Commitment

- Monthly: 2–4 hours for planning, coordination, volunteer scheduling, and follow-up
- Attendance at annual planning meetings and monthly board meetings is required



- Events: Onsite presence at most AIGA Dallas events is expected, including early arrival for setup
- Time commitment may increase around larger events or workshops

Skills & Traits

- Strong interpersonal and written communication skills
- Experience managing or coordinating volunteers
- Detail-oriented with a strong sense of follow-through
- Creative thinker who enjoys meaningful gestures of appreciation
- Organized, proactive, and adaptable in fast-paced environments
- Passion for community-building and inclusive experiences
- Works well remotely and onsite: resourceful, independent, collaborative

Measures of Success

- Speakers, partners, and sponsors feel genuinely appreciated and acknowledged
- Thank-you communications are timely, thoughtful, and consistent
- Events are fully staffed with prepared volunteers
- Hospitality stations are set up on time and operate smoothly
- Positive feedback from attendees, speakers, vendors, and sponsors
- Elevated overall event experience and strengthened community relationships