



AIGA Dallas Onsite Experience Chair

Minimum Tenure: 2 years

Maximum Tenure: 4 years

Role Purpose

The Onsite Experience Chair is responsible for how the AIGA Dallas community experiences the chapter in real life. This role ensures that every in-person event is welcoming, well-organized, professional, and aligned with the AIGA Dallas brand—from the moment attendees arrive to the final breakdown.

This position plays a critical role in shaping first impressions, fostering connection, and delivering a consistent, high-quality experience across all chapter events.

Mission

Manage and elevate the in-person experience across all AIGA Dallas events by crafting environments that are engaging, inclusive, organized, and reflective of the chapter's values and brand. Ensure that every venue feels intentional, welcoming, and professionally executed.

Core Responsibilities

- Strategize and implement ways for AIGA Dallas to deliver meaningful, memorable in-person experiences at all chapter events
- Collaborate closely with Event Chairs to understand the unique needs, goals, and layouts of each event and venue
- Assist in managing day-of event operations, including on-site volunteers, logistics, flow, and execution
- Ensure all event supplies and materials arrive at least one hour before doors open
- Oversee check-in area setup and operations, ensuring a smooth, friendly, and efficient welcome experience
- Ensure an attractive and organized merch display, and oversee merch sales during events
- Oversee food and beverage setup, ensuring cleanliness, accessibility, and thoughtful consideration for vegetarians and omnivores alike
- Ensure guests do not enter the venue prior to the official door-opening time

- Greet returning attendees and ensure first-time guests are welcomed, identified, and introduced to a team member when appropriate
- Train and support the check-in team to consistently deliver a warm and informed welcome experience
- Maintain a volunteer sign-up list at events for attendees interested in helping with setup in exchange for free admission
- Lead event teardown and exit efforts, ensuring venues are returned to original condition and all AIGA Dallas property is properly collected and returned to storage
- Maintain a clear and organized inventory of event supplies, including check-in materials, merch, food service items, and optional event equipment
- Serve as a knowledgeable ambassador for AIGA Dallas—prepared to answer questions about membership, events, and volunteer opportunities
- Arrive one hour before doors open for all AIGA Dallas events, or arrange coverage in advance if unavailable
- Attend one board meeting per month

Engagement Expectations

This is a highly active, hands-on board role that requires consistent presence, preparation, and leadership. The Onsite Experience Chair is expected to:

- Be visibly engaged at events
- Take ownership of logistics and execution
- Communicate proactively with Event Chairs and volunteers
- Continuously look for ways to improve the attendee experience

This role is not passive—its success is measured by execution, hospitality, and consistency.

Collaboration & Reporting

- Reports to the Chapter President
- Works closely with:
 - Event Chairs
 - Membership & Community Director
 - Volunteer teams
 - Merch and Sponsorship leads (as needed)

Time Commitment

- Estimated 6–10 hours per month
- Increased time commitment during weeks with in-person events
- Attendance at monthly board meetings
- Evening and weekend availability required for events

Skills & Traits

- Excellent verbal communication and interpersonal skills
- Strong experience managing people and executing plans on tight timelines
- High standards for organization, professionalism, and presentation
- Ability to oversee multiple moving parts simultaneously
- Comfortable working both remotely and on-site
- Resourceful, self-motivated, and dependable
- Strong cross-cultural literacy and commitment to inclusive experiences

Measures of Success

- Smooth, well-run events with clear flow and logistics
- Positive attendee feedback regarding welcome, organization, and atmosphere
- Strong volunteer coordination and engagement
- Consistent, professional representation of AIGA Dallas at all events
- Improved first-time attendee experiences and repeat attendance

Why This Role Matters

The Onsite Experience Chair ensures that AIGA Dallas doesn't just host events—but creates experiences. This role is essential to building community, reinforcing brand trust, and making sure every attendee feels welcomed, supported, and excited to return.