

Traverse City Film Festival

Volunteer Information

Thank you for your interest in volunteering for the Traverse City Film Festival!

Our web site is updated frequently with new information for volunteers, Friends of the Festival, sponsors, and festival-goers. If you have questions, please check the web site first for the most updated information at <http://www.traversecityfilmfest.org>.

The following information is for existing and potential volunteers. Some of this information has changed from last year, so please read carefully!

Our Commitment to You:

- We will do our best to make the hard work of volunteering fun. Our goal is to provide a positive and friendly atmosphere in which everyone is treated with courtesy and respect while together we create an exciting event that celebrates the movies.
- You will have access to festival managers, staff, and the volunteer coordinator during the festival to answer your questions and help you find venues and volunteer assignments. You can also call the TCFF office at 231-392-1134 for assistance.
- You will receive advance notice of volunteer meetings by email. Please make sure your email address is accurate in the volunteer system – log in to: <http://www.traversecityfilmfest.org/volunteer-2/>.

Your Commitment to Us:

- We ask you to commit to a minimum of 12 hours (2-3 shifts) during the festival.
- You need to attend a volunteer meeting and receive your volunteer credentials before your first festival shift.
- You need to sign a volunteer agreement when you get your credentials before the festival.
- Out of town volunteers are responsible for their own lodging, transportation, food, and other personal expenses.
- During the festival you will not be able to view movies while on duty unless your Area Manager or Supervisor is able to allow you to do so – please do not plan to watch films during your shifts. Most of the time we need our volunteers during screenings for many tasks. Please purchase tickets to the films you want to see rather than planning to watch films during your shift, and please do plan to attend the volunteer screening.

Volunteer Application

We prefer that you apply using our online application, which will allow us to honor your requests in a timely manner, and to place you most appropriately within the organization.

Please do not sign up for more shifts that you are actually willing and able to work, and make sure that you do not sign up for two shifts in different places at the same time – the system will allow you to do this, so please check!

Volunteer Job Descriptions

There are a variety of volunteer assignments available before, during, and after the film festival and include roles such as Ushers, Box Office, and Concessions. Some require special training, so make sure that you are already trained (or are prepared to attend training) for the assignment you select.

Remember:

- Flexibility and a sense of humor are excellent assets!
- You must be 16 years of age or older to volunteer. Volunteers under 18 must have proof of their date of birth, and written permission of a parent or guardian, and job options may be limited.

Ushers

- Assist in admitting patrons to venues
- Take tickets at venues
- Assist patrons in finding seats
- Clean venues after showings
- Respond to patrons' needs during showings
- Straighten public areas during shows

Open Space Ushers

- Crowd control
- Set-up/Clean-up
- Light security-control prohibited items/activities

Information Ambassadors

The film festival strives to promote public transportation throughout the event to reduce traffic and parking impacts to downtown Traverse City. It is important to encourage festival-goers to use the BATA system to attend movies. Many residents and visitors are unfamiliar with the BATA system and will need assistance. This is a very interactive assignment.

Responsibilities include:

- * advising festival-goers about BATA schedule
- * answering questions about the film festival
- * offering other information as requested
- * helping festival-goers board the buses

Concessions (during festival at movies only)

- Inventory
- Sales Clean-up/set up concession stands
- Popcorn preparation
- Reconcile cash/inventory

Merchandise (before and during Festival at special events, Friday Night Live, venues)

- Inventory
- Sales
- Clean-up/set-up

Reconcile cash/inventory

Box Office (NOTE: additional training required/cash handling experience preferred)

- Staff box offices before and during Festival
- Directions to venues, info about films
- Info about ticket availability and other services available
- Office duties, pre-event
- Staff information booth during event
- Information signage

Office

- Answer phones/route calls
- Staff office during festival
- Typing/filing/administration
- Run errands/purchase supplies and equipment
- Relay information to and from venues/management/office
- Support for Board and staff
- Dispatch volunteers as directed
- Staff credentials tables for volunteers, media, dignitaries

Hospitality/Green Room

- Staff special events
 - Greeters
 - Crowd control
 - Monitor catering
- Staff Green Rooms/VIP areas
 - Set up/cleaning
 - Monitor catering
 - Make coffee, etc.

Transportation (must have valid, unrestricted DL or CDL; may use personal, rental, or donated vehicles including passenger vans, pick up trucks, box trucks, passenger cars)

- Vehicle support for all areas
- VIP transport to hotels, airport, appearances
- Operations transport
- Film traffic
- Concessions support
- Merchandise support
- Run errands by request
- Transport Board/Executive Committee members

Stage Services (NOTE: additional training required – please contact TCFF office to see if volunteer assignments are still available. Construction/carpentry skills and heavy lifting required, must be available pre- and post-Festival)

- Lift, carry, move equipment, supplies, materials
- Set up/tear down equipment, projection booths, seating, open space
- All construction needs for all venues

Production Services (NOTE: additional training required – please contact TCFF office to see if volunteer assignments are still available. Technical experience preferred)

- Print traffic (moving films to and from venues)
- Projectionist assistance
- Operate spotlights

Lighting and sound support at all venues

Stage Support (NOTE: additional training required – please contact TCFF office to see if volunteer assignments are still available.)

Panel assistance
Stage management

Warehouse

Receive, sort, inventory and distribute festival merchandise, concessions and supplies

VOLUNTEER SURVIVAL TIPS

WHAT TO WEAR:

Wear loose, comfortable, presentable clothing. Khaki shorts, pants, skirts, jeans with no holes, and capris are perfectly acceptable apparel for the event. Keep in mind that you will be on your feet during your shift, so make sure you select clothing that is comfortable.

Clothing DON'Ts: Half-shirts or belly-revealing tops
 Skin-tight (lycra, spandex, bike pants, etc.) pants or shorts
 Low riding pants (no unmentionables showing, please)
 Very short or micro shorts
 Muscle shirts
 Anything with holes

FOOTWEAR SHOULD BE COMFORTABLE FOR WALKING AND STANDING FOR LONG PERIODS OF TIME, AND IT SHOULD BE APPROPRIATE FOR INDOOR OR OUTDOOR ACTIVITIES.

WHAT TO BRING:

- You may bring your own water, juice or other beverages in plastic bottles, and/or soda pop in cans or plastic bottles. Consumption of alcoholic beverages while on duty is strictly prohibited.
- If you are an Usher and have an extra flashlight to bring along, it will come in very handy.
- Bring rain gear and sun protection if you are scheduled to work at an outdoor venue.

OTHER TIPS:

- There will **not** be any secure area for you to store personal belongings, so do not bring any valuables or large or bulky items. You should plan to only bring what you can fit in your pockets and/or a small fanny pack or backpack.
- **Cell phones and pagers must be off or silenced during movie showings.**
- Children are not allowed to be with you while you are on duty. Please make other arrangements for your children during your shift.
- As volunteers, you are the goodwill ambassadors for this event, so **DON'T FORGET TO SMILE!!**

A FEW THINGS TO REMEMBER

- The festival's success depends on volunteers. If you can't make your shift for some reason, please let us know.

- We need you to arrive ON TIME for your shifts.
- You must bring your credentials to each shift you work, and you must wear your volunteer t-shirt.
- This one is very important and comes directly from the Board of Directors: Please DO NOT wear your volunteer t-shirt during the festival when you are not working. It is very confusing to patrons who have purchased tickets to find people sitting in seats wearing volunteer t-shirts. They think we are volunteering and taking up their seats! Please bring a change of clothing if you plan to attend the festival before or after a shift.

HOW TO SIGN UP

1. Many people prefer to sign up online. Just log in to our web site in the volunteer area - if you can't remember your username and password, the site will send it to you, or you can email info@traversecityfilmfestival.org.

Please remember:

2. You do NOT have to sign up online!

Other options:

a. Call the festival office Monday-Friday 9-5: 231-392-1134

b. We can assign you shifts

Some of you marked that you would like to be assigned shifts. We will do this for you as requested.

QUESTIONS? NEED HELP?

Please call the festival at 231-392-1134.