



2024 VOLUNTEER ROLE DESCRIPTIONS

AMBASSADOR

- Friendly face at the festival
- Distribute CDFF programs and information
- Take donations at Shorts in the Park
- Drop off donations to the CDFF office/CVLT at the end of shift
- Act as concierge, answering festival questions

BOX OFFICE

- MUST attend training sessions for Eventive to process tickets, passes, and memberships
- Sell tickets and passes through Eventive ticketing system
- Sell merch at CVLT
- Work together to handle cash and check transactions
- Fill out cash sheet and place in envelope at the end of shift
- Familiar with fest programs, locations, events, etc.
- Act as a concierge, answering festival questions
- Shifts prior to the festival may also include answering phones and office support

FILM TECH/PROJECTIONIST

- MUST attend a special training session with our Tech Manager, Kendall, to learn PlaybackPro software and basic protocol
- Ensure film starts on time
- Run film block, monitor films while they play
- Adjust sound levels of films at venues
- For CVLT, communicate with Team Captain through headset
- Minor troubleshooting if film stops, contact staff on call
- Must wait for the next projectionist to arrive before leaving

GREETER/SCANNER

- Friendly face at the festival
- Direct people to find their seats or purchase tickets
- Use Eventive ticket scanner to scan lanyards and tickets
- Direct patrons without a ticket to the Box Office
- Sell rush tickets using the Eventive ticket scanner
- Watch ticket scanner training video prior to the festival

BARTENDER

- Mix drinks
- Pour beer and wine
- Serve with a smile 😊
- Must be over 21 and have prior bartending experience
- Check ID's when necessary

PARKING ATTENDANT

- Direct cars parking at the Chagrin Valley Little Theatre
- Ensure that only CDFE attendees park in the CVLT lot

Q&A MODERATOR

- Check-in filmmakers that are attending
- Announce filmmakers prior to the start of the film
- Let audiences know to stick around for a Q&A post film
- Moderate 15 minute Q&A post film

SPECIAL EVENTS VOLUNTEERS

- Set up event space
- Help scan/check people into event
- Keep spaces with food clean and orderly
- Help clean up
- Do not leave until the event has been cleaned up, unless you have prior permission

TEAM CAPTAIN (sign up by invitation and prior training)

- Arrive first at the venue and be sure it is set up, with all signs in place
- Greet and check-in volunteers on Bloomerang (let staff know of no shows)
- Communicate and coordinate with tech about film showing
- Setup ipads and scanners before each film block
- Greet filmmaker(s) in attendance and make them feel welcome
- Make sure your team is familiar with their tasks
- Train team on how to use the Eventive scanning app
- Ensure film starts on time, coordinating with projectionist
- Ensure film attendees are counted
- Manage Q&A post screening (keep questions on time)
- Ensure venue is cleaned and ready for the following film after each screening
- Count money with cashier and then take it to the post office post shift (or as otherwise instructed)
- Complete incident report for all incidents:
 - Medical issue
 - Accident
 - Negative experience for filmmaker or film attendees
 - Anything that you think we could improve upon
- Phone Mary Ann Ponce or Operations immediately after any incident involving medical, accident or filmmakers