



## **VOLUNTEER ROLE OVERVIEWS FOR 2023**

### **AMBASSADOR**

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

### **BOX OFFICE /CASH BOX ASSISTANT**

- **MUST** attend training session 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 concierge answering festival questions
- Shifts prior to the festival may also include answering phones and office support

### **FILM TECH/PROJECTIONIST**

- **MUST** attend special training session with Kendall/Engelina to learn PlaybackPro software
- Start the film on time!
- Run film block, monitor films while they play
- Adjust sound levels of film at venues
- 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 festival face
- 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 before the festival

### **BARTENDER**

- Mix drinks
- Pour beer and wine
- Serve with a smile
- Must be over 21 and have previous experience
- Check ID when necessary

### **PARKING ATTENDANT**

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

### **Q&A MODERATOR (for shorts in the park)**

- Check-in filmmakers that are attending
- Announce filmmakers before the film
- Let audiences know to stick around for a Q&A post film
- Moderate 20 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 Volunteer (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 heads 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 & then take it to the 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

Please remember that if you have signed up for any of the following shift roles, you **MUST** attend *at least one* of our mandatory training sessions. All other volunteers will be trained on site at the start of their first shift.