



North Bay Art and Film Festival | 1 Commandants Lane, Benicia, CA 94510 | Phone: 925-822-5453 | info@northbayartfilmfest.com  
www.northbayartfilmfest.com

**Volunteer Roles and Descriptions**

**Saturday, October 7 and Sunday, October 8 shifts**

**News You Can Use!**

Register now at <https://northbayartfilmfest.com/volunteers/>

- **Parking:**
  - ✓ Look for "South Oak Parking" signs to your immediate left as you enter the area. It's free & shady!
- **Attire:**
  - ✓ Dark jeans, pants or capris and your own tank or t-shirt (you'll be wearing our festival t-shirt over yours), comfy sport shoes or sandals
  - ✓ A lightweight vest, hat and sunscreen would be prudent if you are working outside in the Parking, Lawn or Side Yard area
  - ✓ You'll be given a bandana along with a festival name badge onsite.
- **Waiver:**
  - ✓ We'll email you one prior to the festival. You have the option of signing it and returning by email or we'll have one for you onsite to sign.
- **Code of conduct:**
  - ✓ Be your natural cheerful self and help us show our guests the best experience possible with courtesy, patience & humor
  - ✓ We request that you refrain from chewing gum or eating while working
  - ✓ No alcoholic drinking before or during your shift nor is any smoking allowed anywhere onsite
  - ✓ Escalate any guest service issues to your Shift Lead for guidance
- **Before and after your shift:**
  - ✓ Ensure your valuables are left at home or locked securely, out of view, in your car or trunk
  - ✓ Restrooms located on the 2nd Floor of the Clock Tower. Only 2 restrooms are available in the Mansion
  - ✓ Check-in with your Shift Lead when you arrive to collect your t-shirt, badge, briefing document & latest updates
  - ✓ Check out with your Shift Lead – you get to keep your shirt & bandana!

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<b>Role 1:</b>	<b>Clock Tower Ticket Sales &amp; Information</b>	
<b>Shift #1:</b>	9:30 am – 2:00 pm	(4 ½ hours) <b>3 staff</b>
<b>Shift #2:</b>	1:30 pm – 5:00 pm	(3 ½ hours) <b>3 staff</b>
<b>Shift #3:</b>	5:00 pm – 9:00 pm	(4 hours) <b>2 staff Sat. only</b>

- **Who:** Are you engaging and like to answer questions (i.e. *where's the bathroom? where can I buy lunch? can I buy a festival shirt? how long is this screening? can I buy a ticket now for tomorrow?*)? You'll be perfect in this role where you'll need to be familiar with the varied ticket fees and are able to do basic math.
- **Where:** **Clock Tower, upstairs on 2<sup>nd</sup> floor**
- **Why:** It's all about first impressions (no pressure!) - we know you'll make our attendee experience a breeze and you'll be able to answer all their questions!
- **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift, 5:00 pm for Saturday evening shift) for set-up and training, review the one-page ticketing reference document on ticket costs, credit card purchases and we'll be all set to greet our guests.

**Role 2: Clock Tower Usher / Floater**

<b>Shift #1:</b>	9:30 am – 2:00 pm	(4 ½ hours)	<b>1 staff</b>
<b>Shift #2:</b>	1:30 pm – 6:00 pm	(4 ½ hours)	<b>1 staff</b>
<b>Shift #3:</b>	5:00 pm – 9:00 pm	(4 hours)	<b>2 staff Sat. only</b>

- **Who:** Collect tickets, help guide guests to seating area and “gently” encourage them to sit side by side without large gaps of empty seats will be critical to accommodate all our ticket holders. Proactively answer questions about the days’ schedule, monitoring that the area is quiet during screenings and assisting the host staff with any housekeeping details.
  - **Where: Clock Tower, upstairs on 2<sup>nd</sup> floor**
  - **Why:** To ensure a quiet and comfortable environment for our filmgoers
  - **How:** You’ll need to check-in at 9:30 am (or 1:30 pm for afternoon shift, 5:00 pm for Saturday evening shift) for set-up and training, review the one-page ticketing reference document on ticket costs, credit card purchases and we’ll be all set to greet our guests.
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**Role 3: Clock Tower Snack Stand**

<b>Shift #1:</b>	9:30 am – 2:00 pm	(4 ½ hours)	<b>2 staff</b>
<b>Shift #2:</b>	1:30 pm – 6:00 pm	(4 ½ hours)	<b>2 staff</b>
<b>Shift #3:</b>	5:00 pm – 9:00 pm	(4 hours)	<b>2 staff Sat. only</b>

- **Who:** Always wanted to hawk peanuts at a baseball game? Well, try your hand first with this gig selling snacks. You’ll be bagging and selling fresh popcorn as well as candy bars, sodas and bottled water.
  - **Where: Clock Tower, upstairs on 2<sup>nd</sup> floor**
  - **Why:** Movies without popcorn and snacks???? Nooooooo!
  - **How:** You’ll need to check-in at 9:30 am (or 1:30 pm for afternoon shift, 5:00 pm for Saturday evening shift) for set-up and training, review the one-page ticketing reference document on ticket costs, credit card purchases and you’ll be all set.
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**Role 4: Clock Tower Swag Stand**

<b>Shift #1:</b>	9:30 am – 2:00 pm	(4 ½ hours)	<b>2 staff</b>
<b>Shift #2:</b>	1:30 pm – 6:00 pm	(4 ½ hours)	<b>2 staff</b>
<b>Shift #3:</b>	5:00 pm – 9:00 pm	(4 hours)	<b>2 staff Sat. only</b>

- **Who:** Your years of expertly folding t-shirts are rewarded with this key position. Assorted swag “must” items will all be available for purchase. Basic math and change-making required and training using the one-page reference document on snack costs, credit card purchases and you’ll be all set to sell swag!
  - **Where: Clock Tower, upstairs on 2<sup>nd</sup> floor**
  - **Why:** Everyone loves a souvenir.
  - **How:** You’ll need to check-in at 9:30 am (or 1:30 pm for afternoon shift, 5:00 pm for Saturday evening shift) for set-up and training, review the one-page ticketing reference document on ticket costs, credit card purchases.
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**Role 5: Security, Sanitation and First Aid**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**1 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**1 staff**

- **Who:** Point of contact for Security (Double Eagle), Sanitation (Honey Bucket) & First Aid kit
  - **Where: Parking Lot & Lawn Area**
  - **Why:** A vital role to keep filmgoers comfy with clean restrooms, safe from parking cars, and to advise Event Director of any First Aid needs.
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training, and review the one-page ticketing reference document.
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**Role 6: DJ and Picnic Lawn**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**1 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**1 staff**

- **Who:** Proactively answering questions about the days schedule, restroom locations, monitoring the the lawn area for trash and assisting the DJ with any housekeeping details.
  - **Where: Mansion Lawn**
  - **Why:** To ensure comfortable picnic environment for our filmgoers while they munch & listen to music!
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training, review any updates with your Shift Lead
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**Role 7: Side Yard Lounge (VIP area)**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**2 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**2 staff**

- **Who:** A roving concierge for our VIPs in the Side Yard Lounge ensuring the tent space is kept clean, that F&B is refreshed and assist our VIPs as needed.
  - **Where: Mansion - Side Yard**
  - **Why:** If they are happy, we are happy, right?
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training on and review the one-page reference document with your Shift Lead.
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**Role 8: Food and Beverage Liasion**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**1 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**1 staff**

- **Who:** A hospitality background would be helpful to assist our caterer & beverage suppliers are set up for success. South Oak Parking is for caterer & beverage supplier staff, just like our volunteer staff.
  - **Where: Mansion Side Yard and Magnolia Pad (front)**
  - **Why:** Ensure caterer & beverage suppliers have all necessary supplies, etc.
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training on and review the one-page reference document with your Shift Lead.
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**Role 9: Greeter, Workshop & Restroom Refresh**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**2 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**2 staff**

- **Who:** A multi-tasking host or hostess that will greet our workshop attendees & presenters as well as monitor the mansion's 1st & 2nd floor restrooms.
  - **Where: Mansion - Podium**
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training, review the one-page ticketing reference document and you'll be all set to greet our guests.
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**Role 10: Info Desk & Swag Stand**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**2 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**2 staff**

- **Who:** Your years of expertly folding t-shirts are rewarded with this key position. T-shirts, mugs, pillows & other "must" items will all be available for purchase. Basic math and change-making required with cash and credit card training along with reviewing the one-page pricing reference document with your Shift Lead.
  - **Where: Mansion – Front Porch**
  - **Why:** Everyone loves a souvenir.
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training and review the one-page pricing reference document with your Shift Lead.
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**Role 11: Snack Stand**

**Shift #1:** 9:30 am – 2:00 pm (4 ½ hours)

**2 staff**

**Shift #2:** 1:30 pm – 6:00 pm (4 ½ hours)

**2 staff**

- **Who:** Always wanted to hawk peanuts at a baseball game? Well, try your hand first with this gig selling snacks - candy bars, popcorn, sodas and bottled water. Basic math and change-making required for cash sales as well as credit card purchases.
  - **Where: Mansion, Front Porch area**
  - **Why:** A festival without snacks???? Nooooooo!
  - **How:** You'll need to check-in at 9:30 am (or 1:30 pm for afternoon shift) for set-up and training and review the one-page pricing reference document with your Shift Lead.
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