

Volunteer & Information Desk Coordinator

Located at the center of Jazz Fest activities, the Volunteer/Information Desk is the hub for assigning volunteers, managing communications and providing information.

PLANNING

- Work with the NSJF leads to determine shift assignments based on each room's performance schedule.
- Based on sign-ups, prepare Room Assignment schedule and communicate with each volunteer. Make adjustments or arrange coverage so anyone can see their child perform in another room.

PREPARATION

- So attendees will know you're part of the Jazz Fest team, please wear a band polo or, upon arrival at GBS, be prepared to change into a Jazz Fest t-shirt that all volunteers receive.
- Arrive at GBS at least 30 minutes before your scheduled time and familiarize yourself with all Jazz Fest locations including the performance and clinic rooms, contest office, hospitality lounge, etc.
- Read through the Program Book to learn about competing bands, special guest performances, raffle prizes, etc.

INFORMATION CENTER

You'll relay information between groups, for example:

- Notify the Treasurer if a Jazz Cafe cashier is out of \$1 dollar bills.
- Tell the NSJS office if the Auditorium ticket table needs more wrist bands, or when the East Cafeteria table runs out of Program Books.

You'll have various tools to help answer questions and manage communications:

- A walkie-talkie will be assigned to the Volunteer Desk. NEVER let it out of your possession until handing it off to your replacement at the shift change.
- Listing of team leads, their contact information and adult volunteer assignments from Sign-Up Genius.
- Listing of student captains and directors, their contact information and student volunteer assignments.
- Listing of bands, their homeroom assignments and schedule

GBS security staff will be on hand throughout the day. Incident forms will be at your location. Please write a description of the problem, noting the time and names of those involved. This will become extremely important for Mrs. Wojcik and Boron in the aftermath.

STUDENT CHECK-IN & CHECK-OUT

- Upon arrival for their shift, mark the time on the Student Volunteer List
- Inform student of their assigned role, where to go next and name of their student captain (who'll be their point person for questions & assistance). Confirm any other shifts they'll be working.
- Provide the student with their name tag and coupon for the bake sale. Remind them that they MUST return the name tag and check-out at the end of their shift.
- Notify the Student Captain or Director of any students who don't show for their assigned shift. Request that, if a student bypassed the check-in desk, they come by the Volunteer Desk.
- Update the volunteer list as the student checks out.

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ADULT CHECK-IN & REASSIGNMENTS

- Upon arrival for their shift, review the volunteer's role, where to go next and name/contact info of their team lead.
- Confirm other shifts they'll be working. Certain jobs (ticket sales, cashier, room/hallway security) can be assigned to different locations, so ask volunteers to check back before proceeding to their next shift.
- Provide the volunteer with their name tag and ask them to return it upon check-out. Let them know where to pick up their complimentary NSJF t-shirt.
- Be available in case volunteer assignments must be rearranged. There may be no-shows or last-minute changes in availability. You'll work with Team leads and NSJF mgmt to coordinate among the not-yet-arrived and the pool of at-large volunteers to ensure coverage of essential roles.

GENERAL STAFFING GUIDELINES

As long as there's an adult present to handle cash for purchases, students can fill-in at the ticket tables to (1) distribute wrist bands and Program Books and (2) manage entry through the performance room entrance.

Location	Optimal people per shift	Minimum
Auditorium Entrance	3	2
East Cafeteria Entrance	2	1
Lyceum Entrance	2	2
Orchestra Room Entrance	1	0
Auditorium Room Assistant	1	0
Photography Room Coordinator	1	1
Band Registration Table	2	2
Jazz Cafe Cashier	2	2

Thanks very much for your help at Jazz Fest!