



# Volunteer Job Descriptions

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## Independence Day at Fort Vancouver 2017

*Volunteers serve as a liaison between the organization and the community and should be friendly and flexible, accommodating the needs of the community event.*

### General Gates

**Gate Captain** – Gate volunteers will report to the designated captain. Please read the other gate job tasks carefully, as the captain will oversee the activities of the gate, and handle guest/volunteer concerns. The gate captain will have access to a radio to contact staff members. The captain should be the only volunteer accessing the radio. The gate captain can also help facilitate when volunteers need breaks. The gate captain may also perform other volunteer tasks at the gate (collections, handing out programs, counting guests, etc.), to ensure the gate is running smoothly.

**Donations (Cash Only)** – Since the event is greet for the public to attend, we are asking for voluntary donations to support the firework show. These volunteers will be collecting the donations, and giving change back (if requested). These donations are cash only.

**Counting** – Since we are no longer selling or scanning tickets, we will use a different method for getting a count of attendees into the event. The *Counting* volunteers will be equipped with a “clicker” to count attendees as they come in. There will also be recording sheets to record attendance at every half-hour mark. This allows us to track traffic flow into the event, and when the peak hours are.

**Gate Attendant** – These volunteers will be handing out programs to guests, as well as looking for guests to fill out a quick survey. The survey helps us get some demographic information on the guests (where they are from, if they are a tourist to Vancouver, what their group size is, etc.)

**Vehicle Support** – Vehicle access (other than golf carts) is only available at Gate 1. Only certain vehicles may access the event. Vehicles must have a 2017 Independence Day parking/vehicle passes or current ADA license plate or permits. Check that the vehicle has the pass/permit, then direct them to the proper parking area. Please remind them to be cautious of pedestrians as they travel through the site. (This position is only at Gate 1)

## **Prime Viewing Gates**

**Gate Captain** – Gate volunteers will report to the designated captain. Please read the other gate job tasks carefully, as the captain will oversee the activities of the gate, and handle guest/volunteer concerns. The gate captain will have access to a radio to contact staff members. The captain should be the only volunteer accessing the radio. The gate captain can also help facilitate when volunteers need breaks. The gate captain may also perform other volunteer tasks at the gate (collections, handing out programs, counting guests, etc.), to ensure the gate is running smoothly.

**Ticket Check/Wristband** – These volunteers will give wristbands to guests in exchange for their Prime Viewing Tickets. Please do not give the ticket back to the guest. There are different color wristbands for the Adult and the Youth ticket holders. Youth 5 and under are free, and do not need a wristband.

Volunteers **MUST** put the wristbands on the guest; the guests should not do this themselves. Wristbands must be secure, and guests should be unable to remove them without cutting them. During the event, guest with the prime viewing bracelets will have access in and out of the prime viewing area. If a guest would like to purchase prime viewing tickets at Gate 5, they need to be escorted through the prime viewing area to Gate 6 (north side of prime viewing) in order to purchase them.

**Sales** (Credit/Cash – Only Gate 6) – These volunteers will be selling tickets to those who have not already purchased a presale ticket. Sale volunteers will take guests' money (cash or credit card – not American Express) in exchange for admission. At Gate 5, only prime viewing tickets will be sold. Prime viewing admission is \$50 for adults (18+), \$25 for youth (17 and younger), but free for ages 5 and younger. Please record all sales at the event in the spreadsheet provided at the gate.

## **Other Volunteer Areas**

**Parking (Prime Viewing Lot Attendant)** – These volunteers will assist with parking the cars and directing them to parking spot within the Prime Viewing Parking area. All vehicles must have a prime viewing parking pass on their dashboards. After parking, please direct the guests to the prime viewing gate connected to the parking area. Need snacks or water during your shift? Visit the prime viewing gate connected to the parking lot, and ask the volunteers there for supplies.

**Volunteer Check-In Area** – These volunteers will be check-in other volunteers before they begin their shifts. Check-in volunteers by highlighting their names on the list of volunteers provided, names are listed alphabetically. A schedule of volunteers and their shifts will

also be provided. After checking in, hand the volunteer a lanyard badge. Then, instruct the volunteer to a volunteer shuttle golf cart to be transported to their station. When the volunteer checks-out, they should return their lanyard badge. If a person would like to volunteer, and did not sign up prior to the event date, please contact Rusti Witham over the radio.

**Volunteer Shuttle Service Drivers** – These volunteers will be shuttling the volunteers to their shift locations. Please, familiarize yourself with an event map before your shift. There are only a few shuttle drivers, so shuttling multiple volunteers at a time is advised. When you arrive to drop off the volunteer, please check at the location if there are any other volunteers that need to be taken back to the volunteer area. When the shuttle is empty, you must return to the volunteer check area to await more volunteers. A radio is provided as a method of communication for the drivers, and it must be on at all times so you can respond to a shuttle request. A first aid kit is also provided. Any reckless driving, disregard for the safety of others, or aimless wandering will terminate your position as shuttle driver. City and Event rules allow the volunteer shuttle drivers to escort **ONLY** volunteers and staff. Event guests may not be transported. **Golf Cars are not permitted on 5<sup>th</sup> Street between the Main Stage and Gate 4**, use the shortcut before the main stage, a grassy path that leads towards the prime viewing area (map provided).

**Information Booth** – These volunteers will provide general information about the event to the guests. There are also programs with maps to be distributed. Since we are no longer selling or scanning tickets, volunteers should ask guests to fill out a quick survey. The survey helps us get some demographic information on the guests (where they are from, if they are a tourist to Vancouver, what their group size is, etc.)

**Lost Child Booth** – The Lost Child Booth is the designated area for children, or parents of lost children, to request help. A parent or relative will come to the to report a lost child. The volunteer will ask the parent the name and description of the child, and the last place and time the child was seen. The volunteer will then send this report on the radio provided, and all event staff and volunteers will be notified of a lost child. When the lost child is located and reunited with the parent, please send a report on the radio that the lost child has been found. If a child comes to the Lost Child Booth, please do your best to calm the child. Then, ask the child as much information as you can about their parents and their location. A report should also be sent out over the radio, but it is common for the parents to come looking at the Lost Child Booth themselves. There is also a bin provided for lost and found items.

**First Aid Center** – The nurses at this event are to provide care for minor injuries. There is an ambulance on-site next to the First Aid Center for emergency needs. Each golf cart carries a first aid kit, and Fort Vancouver National Trust staff are CPR certified.