



# **VOLUNTEER JOB DESCRIPTIONS**

## ADMISSION GATE VOLUNTEERS – RED & PURPLE GATE

**EXPECTATION:** Gate volunteers are among the first and last Festival volunteers visitors will encounter. As such, you have a great effect on the type of experience visitors have. Smile and be pleasant at all times – it can make a huge difference. Be firm on the rules without creating unnecessary problems. Rely on your Supervisor as needed.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

### **SPECIFIC TASKS:**

- Greeter: Greet visitors as they approach the Gate area; direct them via announcements regarding which line to use. Cash, credit and cash or credit lines will be marked.
- Event Guides: Distribute event guides to attendees and welcome them to the event.
- Ticket Sellers: Take cash/credit and dispense tickets. Do not provide tickets to customers until you either have cash or a signed credit card receipt in hand.
- Ticket Scanners: Scan pre-printed tickets at the gate for admittance to the Festival. Torn, poorly photocopied tickets will be accepted provided the barcode is functional. For combo tickets, scan ticket and provide ticket holder with a carnival hand stamp on their hand. Further questions should be directed to Gate Supervisor.
- Exit Monitor: Monitor exit lane and place a wristband on wrist of those returning the same day, thanking attendees for attending and wishing them a safe trip home, etc...

### **PROCEDURES:**

- If you are taking cash/dispensing tickets:
  - Refer people with pre-printed admission tickets to the ticket scanning line.
  - **Never leave your cashbox unattended.** Take time to ensure that **cash received and tickets distributed match – DON'T RUSH!**
  - If someone wants to charge tickets to a credit card – **do NOT give tickets out until customer has signed charge slip** and you have the receipt in hand!!
  - Alert Gate Chairman if you begin to run low on any denominations of bills or tickets. Don't wait until you're out to ask for more.
  - Allow Gate Chairman access to cash ticket box to remove large denomination bills (\$100's, \$50's, \$20's) and extra smaller bills for safekeeping until Festival Finance Courier arrives.
- 2 Types of Volunteers:
  - **Festival Volunteers** — should be directed to the Inova Health System Red Gate where volunteer check-in is located.
  - **Exhibitor/Vendor Volunteers** — These individuals should have a ticket, or must pay to get into the Festival.
- 2 Types of Performers:
  - **Fairfax Corner Community Stage (Dance/Karate/Cheer/ Etc.)** - ONLY the performers will have a ticket. Parents/Guardians must purchase their own.
  - **Side Stage Performers** should have received their tickets via email. Radio for the Entertainment Coordinator or the Stage Manager to verify the band is performing that day/time.

### **REPORT TO:**

- **Leidos Purple Gate Supervisors** - Faiyaz Faraque, Lynne Strobel, and Gayle Coles
- **Inova Health System Red Gate Supervisors** - Kate Garrson, Jill Christiansen, Ashleigh Elliot, and Karen Payne

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## ADMISSION GATE VOLUNTEERS – GREEN GATE

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person’s experience.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position. Review the list of Procedures for the Green Gate, General Information for All Gates, and the Parking Permit Guidelines. The Green Gate’s purpose is to control and minimize the number of vehicles on site and to charge admission when and where appropriate.

### **NEED TO KNOW:**

- **Pedestrians are NOT permitted to enter Green Gate – Direct all pedestrian traffic to Yellow Gate.**
- The private security guard will screen vehicles that queue up for entrance via the Green Gate. By the time a vehicle enters the Green Gate, they should have been OK'd for entrance. If you find that a car should be denied entrance, have them make a U-turn around the gate median.
- **Types of Parking Permits:**
  - **Priority Passes** - P2 (Good for admission for 4 people in the car; all weekend long)
  - **Exhibitor Parking** - P2 (Parking ONLY; Need Admission Tickets with this pass)
  - **LOT C** - LOT C (Parking ONLY; Need Admission Tickets with this pass)
  - **Performer Parking Pass** - LOT C (Good for admission for 4 people in the car; On the day of the performance)
  - **Temporary Parking Pass** - LOT C (Given to test drive vehicles, contractors/individuals dropping off supplies/equipment etc. Must return the pass.)
  - **DockDogs Parking Pass** - Pick-up at Yellow Gate and park at Herrity/ Pennino Buildings
- **Types of Attendees:**
  - *2 Types of Volunteers:*
    - **Festival Volunteers** — Can only park onsite if they have a parking pass or a valid DMV issued hangtag or license plate. Can be directed to the Festival Office or Inova Health System Red Gate where volunteer check-in is located.
    - **Exhibitor/Vendor Volunteers** — These individuals should have an Exhibitor Parking Pass and ticket, or must park at a shuttle bus lot and pay to get into the Festival.
  - *2 Types of Performers:*
    - **Fairfax Corner Community Stage (Dance/Karate/Cheer/ Etc.)** - Can only park on-site if they have a parking pass. Direct them to a shuttle bus location. ONLY the performers will have a ticket. Parents/Guardians must purchase their own.
    - **Side Stage Performers** should have received their tickets and Performer Parking Pass via email. Radio for the Entertainment Coordinator or the Stage Manager to verify the band is performing that day/time.
  - **Media/ Press** - Should have received a parking pass or on the guest list. IF NOT, radio for Barry or Meagan for approval.
  - **Gate List** - Contractors, Elected Officials, VIPs, etc. direct them to a garage or LOT C
  - **Handicap** - Can only park on-site with a valid DMV issued hangtag or license plate. Must have ticket or purchase at the gate. Direct them to a garage or LOT C if the vehicle is oversized.

### **SPECIFIC TASKS:**

- **Event Guides:** Distribute event guides to attendees and welcome them to the event.
- **Ticket Sellers & Scanners:** Take cash/credit and dispense tickets. Do not provide tickets to customers until you either have cash or a signed credit card receipt in hand. Scan pre-printed tickets at the gate for admittance to the Festival. Torn, poorly photocopied tickets will be accepted provided the barcode is functional. For combo tickets, scan ticket and provide ticket holder with a carnival hand stamp on their hand. Further questions should be directed to Gate Supervisor.
- **Exit Monitor:** Monitor exit lane and place a wristband on wrist of those returning the same day, thanking attendees for attending and wishing them a safe trip home, etc...

**REPORT TO:** John Marshall Bank Green Gate Supervisors - Sandy Potterfield, Stephanie McVitty, and Ready Chi

## ADMISSION GATE VOLUNTEERS – YELLOW GATE

**EXPECTATION:** Gate volunteers are among the first and last Festival volunteers visitors will encounter. As such, you have a great effect on the type of experience visitors have. Smile and be pleasant at all times – it can make a huge difference. Be firm on the rules without creating unnecessary problems. Rely on your Supervisor as needed.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

### **SPECIFIC TASKS:**

- Greeter: Greet visitors as they approach the Gate area; direct them via announcements regarding which line to use. Cash, credit and cash or credit lines will be marked.
- Event Guides: Distribute event guides to attendees and welcome them to the event.
- Ticket Sellers: Take cash/credit and dispense tickets. Do not provide tickets to customers until you either have cash or a signed credit card receipt in hand.
- Ticket Scanners: Scan pre-printed tickets at the gate for admittance to the Festival. Torn, poorly photocopied tickets will be accepted provided the barcode is functional. For combo tickets, scan ticket and provide ticket holder with a carnival hand stamp on their hand. Further questions should be directed to Gate Supervisor.
- Exit Monitor: Monitor exit lane and place a wristband on wrist of those returning the same day, thanking attendees for attending and wishing them a safe trip home, etc...

### **PROCEDURES:**

- If you are taking cash/dispensing tickets:
  - Refer people with pre-printed admission tickets to the ticket scanning line.
  - **Never leave your cashbox unattended.** Take time to ensure that **cash received and tickets distributed match – DON'T RUSH!**
  - If someone wants to charge tickets to a credit card – **do NOT give tickets out until customer has signed charge slip** and you have the receipt in hand!!
  - Alert Gate Chairman if you begin to run low on any denominations of bills or tickets. Don't wait until you're out to ask for more.
  - Allow Gate Chairman access to cash ticket box to remove large denomination bills (\$100's, \$50's, \$20's) and extra smaller bills for safekeeping until Festival Finance Courier arrives.

### **NEED TO KNOW:**

- **Dock Dogs Participants:**
  - You will have a gate list with the names of the individuals that will be competing.
  - Free admission is ONLY given to the 1 dog owner and the dog. Everyone else will need to pay admission.
  - Direct DockDogs participants across the street to the Herrity & Pennino Building parking deck. There will be a parking lot coned off for DockDogs.
  - If a car arrives at the gate with multiple people and a dog, only 1 person and the dog can enter the event, the other individuals will need to park in one of the free shuttle bus lots. Parking passes must be returned after the competition is over.
  - Dogs are ONLY allowed in the DockDogs Area.
  - You will have exhibitors in the DockDog area that will be bringing dogs and that is ok.

### **REPORT TO:**

- **Subaru Yellow Gate Supervisors** - Mary Atkins and Sherrill Nelson

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## INNOVATION HEALTH CHILDREN'S AVENUE VOLUNTEERS – PETTING ZOO

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person's experience.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

**SPECIFIC TASKS:**

- Assist in the crowd management, operation, access and egress of the Petting Zoo.
- Ensure children are not climbing or hanging on the fence
- Assist the Petting Zoo staff with whatever help they need.

**NEED TO KNOW:**

- You will be interacting with children, animals and straw/hay.
- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Registration booth.

**REPORT TO:**

- **Children's Avenue Supervisors** - Katie Thoet, and Beth Levy
- **Check-In at: Kids Crafts tent**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## FLOATER/ NO PREFERENCE VOLUNTEERS

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person’s experience.

**PRIOR TO WORKING:**

- Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

**SPECIFIC TASKS:**

- You will be assigned a volunteer location once you arrive for your shift. A “floater” or “no preference” volunteer fills any openings that there may be.

**NEED TO KNOW:**

- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Registration booth.

**REPORT TO:**

- **Supervisors:** Courtney Counts and Sam Roberts
- **Check-In at:** Volunteer Check-In

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## GOVERNMENT CENTER MONITOR VOLUNTEERS

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person's experience.

### **PRIOR TO WORKING:**

- Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

### **SPECIFIC TASKS:**

- Government Center monitors help control access and traffic flow to the building by assisting families (watch for strollers, young children and older adults who may need help) with opening doors.
- You will also help minimize damage to the building by:
  - Preventing food and drink from being brought into the building – Water is OK.
  - Preventing helium balloons from entering the building – Helium balloons are not permitted on the Festival site and should be confiscated immediately.
- As a volunteer, it is important to realize you will be a resource for information to attendees as well. Should you not know the answer to a question, refer the individual to the Information Booth outside the Government Center.

### **NEED TO KNOW:**

- **\*\*\* EXCEPTION \*\*\* Celebrate Fairfax Staff, leadership team and Board of Directors will be allowed to bring food and beverages into the building. They will be recognized by their official badges.**
- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Registration booth.

### **REPORT TO:**

- **Supervisors:** Tim Harazin and Liamari Perez
- **Check-In at: Volunteer & Special Guest Hospitality tent**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## FESTIVAL INFORMATION VOLUNTEERS

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person’s experience.

### **PRIOR TO WORKING:**

- Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

### **SPECIFIC TASKS:**

- Spend some time reviewing the information notebook. In particular, review the general information at the front of the notebook. It gives you the answers to the most frequently asked questions.
- The Festival Event Guide will be available for distribution, while supplies last. Most questions can be answered with information found in the event guide and it is a useful resource for attendees. Guides will also be distributed from admission gates.
- If volunteers approach you to check in, refer them to the Red admission gate.
- When answering attendee questions, please make sure that you:
  - Have the right answer
  - If you don’t have the answer, please don’t say “I don’t know.” Instead, ask your supervisor for assistance, and if he/she does not know, then the supervisor can contact festival leadership for additional information.
  - If you can’t find the answer, call the festival office at 703-324-3247.

### **NEED TO KNOW:**

- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Registration booth.

### **REPORT TO:**

- **Supervisors:** Tim Harazin and Liamari Perez
- **Check-In at: Festival Information & Volunteer & Special Guest Hospitality tent**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## INNOVATION HEALTH CHILDREN'S AVENUE VOLUNTEERS – KIDS ACTIVITIES

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person's experience.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

### **SPECIFIC TASKS:**

- Help children with their craft activities by assisting with painting, gluing, using scissors and handling other supplies/equipment that maybe too difficult for younger children.
- Maintain a clean and organized activity area for Thomas the Train and Twister game.
- Assist with the distribution and collection of equipment in the Wiggle Car Village.
- Provide line management for the Fairfax Express Train ride.
- Assist program supervisors with set up and/or clean-up of the crafts, supplies and organize as needed, needed for the program area.
- Make sure the water cooler is filled with iced water and that there are cups in the tent to use.

### **NEED TO KNOW:**

- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Registration booth.

### **REPORT TO:**

- **Children's Avenue Supervisors** - Katie Thoet, and Beth Levy
- **Check-In at: Kids Crafts tent**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## THE GARDEN – SILENT DISCO ASSISTANTS

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person’s experience.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

**SPECIFIC TASKS:**

- Assist Stage Manager with transformation of The Garden tent into the Silent Disco
- Help with the distribution and collection of headsets from Silent Disco participants
- Ensure headsets are properly sanitized

**NEED TO KNOW:**

- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Registration booth.

**REPORT TO:**

- **The Garden/ Silent Disco Supervisors** - Nhan Ho, and Chris Coulter
- **Check-In at: The Garden**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

# VOLUNTEER CHECK-IN

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person’s experience.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

## **SPECIFIC TASKS:**

### • **Check-In Process:**

- *Step 1:*
  - Make sure that he/she is a Festival volunteer. If he/she is a volunteer or worker for an exhibitor or non-profit booth, they are not a Festival volunteer and do not need to check in. They will need to have an admission ticket. Every individual, no matter the circumstances, will be asked for a ticket at the gate.
  - Check-off their name on the alpha listing; this way we can make sure we send them a thank you.
- *Step 2:*
  - Provide the volunteers with the following items:
    - **A coupon for a snack and beverage**, to be redeemed at the Volunteer & Special Guest Hospitality near the flag poles in front of the building. If they are volunteering for multiple shifts, provide them with 1 snack/ beverage voucher per shift. **LET VOLUNTEERS KNOW THE VOLUNTEER HOSPITALITY IS IDENTIFIABLE BY THE GIANT YELLOW BANNER BLADES ATTACHED TO THE TENT.**
    - **An adult admission ticket** (only for the volunteer -- family members will have to go through a paying gate). To volunteer without an adult you must be at least 13 years old. We **DO NOT** allow anyone under the age of 10 years old to volunteer.
    - **A shift card** that will need to be signed by a Supervisor after each shift and collected in that location once the shift is complete for the day.
    - **A volunteer t-shirt**
- *Step 3:*
  - Direct them to their volunteer assignment:
  - All other volunteers: CFI Interns/staff will be present at the beginning of each volunteer shift to walk groups of volunteers to their positions. If a volunteer arrives late, use the map to send them to their appropriate volunteer station and tell them to check in with the area’s supervisor. This is important!

## **NEED TO KNOW:**

- **Unfortunately, we DO NOT allow early entry into the event.** This is a common practice at other music festivals and large events.
- **FRIDAY NIGHT & SATURDAY, 9:30PM-11:30PM SHIFT ONLY:** All supervisors in the volunteer locations will have admission tickets to give to volunteers that have completed their shift either FRIDAY NIGHT or the SATURDAY 9:30PM-11:30PM shift. These volunteers will be given the admission ticket to return to the festival on a different day since their shift prevented them from arriving early or staying later to enjoy the event. These are the **ONLY** volunteers that will be given an additional admission ticket after their shift is completed.
- **FRIDAY & SATURDAY NIGHT:** Volunteer Check-in closes at 11:00pm.
- **SUNDAY NIGHT:** Volunteer Check-in closes at 6:30pm.
- **VOLUNTEER PRIZES!** – Every volunteer will have a chance to win great prizes if they turn in their signed shift card to their supervisor after all of their shifts are completed. They do not need to do anything other than ensure the shift cards are signed out by the area supervisor on duty – their name will then be included in the drawings for prizes in late June.
- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## **REPORT TO:**

- **Volunteer Check-In Supervisors** - Courtney Counts, and Sam Roberts
- **Check-In at: Volunteer Check-In located at the Inova Health Systems Red Gate**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## VOLUNTEER & SPECIAL GUEST HOSPITALITY

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person’s experience.

**PRIOR TO WORKING:** Familiarize yourself with the Festival site by reviewing the program. Wear your volunteer shirt at all times that you are at your position.

### **SPECIFIC TASKS:**

- Redeem other volunteers’ and Special Guest’s snack and beverage vouchers. Give out only one snack and one drink per voucher.
- Report any needs for more snacks, beverages, or ice to the area supervisor.
- **Please do not “help yourself” to the Volunteer Hospitality’s snacks or beverages. Remember there is a daily limit on these items. We want to make sure there is enough for everyone.**

### **NEED TO KNOW:**

- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

### **REPORT TO:**

- **Volunteer Check-In Supervisors** - Tim Harazin, and Laimari Perez
- **Check-In at: Festival Information Tent same as the Volunteer & Special Guest Hospitality tent. Located in front of the Government Center.**

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.

## BEVERAGE AND ICE OPERATIONS

**EXPECTATION:** Smile and be pleasant at all times – it can make a huge difference in a person's experience.

### **PRIOR TO WORKING:**

- Familiarize yourself with the Festival site in general
- **If you arrive before the festival is open** you are able to park at the Herrity & Pennino Buildings located across the street from the Government Center and walk over to the Festival.
- Friday morning volunteers can also park in the lot next to Fairfax Corner and take the bus to the Government Center.

### **SPECIFIC TASKS:**

- Deliver beverage product and ice throughout the event site.
- **MUST BE ABLE TO LIFT AT LEAST 25LBS. THIS IS NOT A SEATED POSITION.**

### **NEED TO KNOW:**

- Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.
- **Please wear closed toe shoes!**

### **REPORT TO:**

- **Beverage and Ice Supervisors:** Kevin Klapperich
- **Check-In at:** Beverage and Ice tent

**ADDITIONAL INFORMATION:** Remember, to attendees, all volunteers are expected to have every answer. While that may not be the case, it is our goal to provide the best information in the quickest manner and maintain a friendly demeanor at all times.