



 **Associated Bank PRESENTS**

# **2019 Milwaukee Film Festival**

**OCTOBER 17-31**

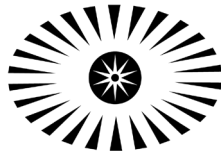
## **VOLUNTEER HANDBOOK**



**MILWAUKEE  
FILM**

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# MILWAUKEE FILM

## MISSION:

To entertain, educate, and engage our community through cinematic experiences.

## VISION:

To make Milwaukee a center of film culture.

# CODE OF CONDUCT

## WHAT YOU CAN EXPECT FROM US:

- To treat all volunteers with dignity and respect.
- To provide training and direction when needed.
- To provide a safe atmosphere in which to volunteer.
- To recognize your contributions as a volunteer to the success of the organization.

## WHAT WE EXPECT FROM YOU:

- To act courteously and appropriately to Milwaukee Film patrons, fellow volunteers, sponsors, and Milwaukee Film staff members.
- To accept guidance and instruction from Milwaukee Film staff and theater managers.
- To report to your scheduled shift on time and to stay for your entire shift.
- To contact the Volunteer Coordinator immediately if you are unable to be present at your scheduled shift or if you cannot arrive on time.
- To wear your volunteer t-shirt (when appropriate) and to appear presentable for your shift.
- To perform the volunteer duties to which you are assigned to the best of your ability and in a professional manner.
- To not consume alcohol or drugs while on a shift and to not report for duty while under the influence of alcohol or drugs.

**NOTE:** While we appreciate the time our volunteers donate to Milwaukee Film, reported negative behaviors, including missed shifts, will be investigated. Depending on severity and frequency, such behaviors could result in the termination of the volunteer's position with us. Milwaukee Film considers our volunteers to be an integral part of our team and relies on them to follow through on their commitment.

# VOLUNTEER ROLES

There are a variety of jobs volunteers can do during the festival. Because you sign up for your own shifts, it is important that you know each of the various roles you could choose from. From taking tickets to guiding patrons to their seats, there is a role for everyone!

## THEATER OPERATIONS

**Line Wrangler:** Do you like to use your outside voice and direct people where to go? If so, this position was made for you. Line wranglers need to be loud and clear, communicating with patrons about where they need to be and how to get there. Sometimes, we have long lines outside theaters, and we want to make sure people are standing in the correct line and that they have picked up their tickets. These shifts involve being outdoors at times, so be sure to dress for the weather.

**Theater Team:** Our theater team assists patrons with entering and leaving the theater. You will show patrons their way around the theater to the screenings, scanning tickets and passes, distribute ballots, count ballots, and help theater managers with any needs.

## BOX OFFICE

**Will Call:** Will Call is where patrons pick up the tickets they purchased online and over the phone. Your job will be organizing the tickets in alphabetical order and giving them to patrons when they arrive. This position is perfect if you can't stand or move around for long periods of time. It also requires great organizational skills.

## PUBLIC FORUMS (PANELS)

**Public Forums Assistant:** Similarly to how a theater team guides patrons into a theater, our public forum assistants help guide patrons into our panel space. Public Forums take place at the UWM Peck School of the Arts Kenilworth Building (around the corner from the Oriental Theatre in the same building as the Jan Serr Studio Cinema). Once patrons and guests are seated, the volunteer can relax and enjoy the forum as well.

**NOTE:** When signing up to be a Public Forums Assistant on Shiftboard, the shift will show up on the calendar under "Panels" as "Panel Assistant."

## MILWAUKEE FILM OFFICE

**Office Volunteer:** Office volunteers help with various small tasks, like sign-making and data entry, before, during, and after the festival. These are great shifts for people who don't mind repetitive tasks and cannot stand for long periods of time. You must email the Volunteer Coordinator if you are interested in joining this specific volunteer team.

## SPECIAL TEAMS

**Events Team:** If you enjoy setting up spaces for big events, like the Opening Night Party, this may be a great option for you. These shifts tend to last a little longer but offer a great opportunity for volunteers to experience events they may not have had an opportunity to attend. You must email the Volunteer Coordinator if you are interested in joining this specific volunteer team.

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**Voluntari@s:** Voluntari@s are bilingual in Spanish and English and communicate festival policies in both languages to patrons at our Cine Sin Fronteras screenings. You must email the Volunteer Coordinator if you are interested in joining this specific volunteer team.

**Education Screenings:** If you like working with children and are free weekday mornings during the festival, this may be the role for you! Help coordinate with teachers, bus drivers, and students for a smooth experience. Background checks are required for this role. You must email the Volunteer Coordinator if you are interested in joining this specific volunteer team.

**Hospitality:** Help check passes and assist the Lounge Manager for all of our wonderful guests at the MFF Hospitality Suite. You must email the Volunteer Coordinator if you are interested in joining this specific volunteer team.

# SHIFTBOARD

Shiftboard.com is the scheduling system used for volunteers to sign up for and keep track of shifts. In order to get credit for your shifts, and in order for your hours to count, you must pick up your shifts on the calendar. You cannot just show up to a shift. The amount of volunteers needed at each location is carefully calculated to ensure the right amount of coverage.

If you are having difficulty with Shiftboard, please contact us, and we will help you get into your shifts.

## SIGNING UP FOR SHIFTS:

1. After logging in, click "Admin" to go to the classic layout. Then click "Calendar," which is located on the top left side of your dashboard.
2. Once you are looking at the Calendar, you will see all available shifts in **RED**. Click on the date you would like to volunteer.

**NOTE:** If no shifts show up on the Calendar, check to make sure you have no filters on. To check this, look at the upper right side of the Calendar, above the colored squares. If the words "Remove filter" are there, click on them. If no words are present, and logging out and logging back in does not work, contact the Volunteer Coordinator.

3. On the right side, you will see all available times, positions, and locations. Once you have selected the time, location, and position you would like, click on that option. Now you can see the extended description and the "Take This Shift" button will appear at the bottom. Keep clicking through until you are confirmed.
4. Your shift will now appear in **GREEN** on your calendar.

**NOTE:** Make sure you are signing up for the correct theater and time. Always read the full description for each shift you sign up for, as details often change. Location will always be on top of the shift.

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## CANCELLING A SHIFT:

Shifts must be unconfirmed at least 48 hours in advance. To unconfirm less than 48 hours in advance, contact the Volunteer Coordinator directly at **414-755-1965 ext. 235** or at **volunteer@mkefilm.org**.

1. Click on the shift that you want to cancel.
2. On the right side where the position description pops up, you will see the "Unconfirm" button directly under the position title.
3. Continue to the confirmation screen and click "Yes, Unconfirm."
4. That shift will appear **RED** on your calendar. It is now available for other volunteers to pick up.

## CHANGING YOUR HOURS & SHIFTS:

You can easily check your total hours for the festival season, or look at upcoming shifts, by:

1. On your homepage, click "Admin" to go to the classic layout. Then click on "My Account."
2. On the right, in your "Account Toolbox," listed will be "MyShifts" and "TotalHours."
  - a. Click on "MyShifts" and all of your upcoming shifts will be listed.
  - b. Click on "TotalHours" to find out how many hours you have accumulated.

# WHAT TO DO DURING A SHIFT

## ARRIVING TO A SHIFT:

- Arrive on time, preferably a few minutes before the start of your shift.
- Check in with the Assistant Theater Manager (ATM).
  - Receive your specific assigned role.
  - Ask the ATM about films that are showing.

## DURING YOUR SHIFT:

- Make sure you are wearing your volunteer t-shirt.
  - When attending the Festival as a patron, please don't wear your volunteer t-shirt.
- Be flexible with the job(s) you are assigned; the Theater Manager may need you in a different place depending on what is happening at the venue.

## AT THE END OF YOUR SHIFT:

- Wait to be released by the ATM.
  - Do not leave early. Make sure that when you sign up for a shift, you can stay for the entire duration of it.
- Upon being released, you will receive a voucher for all of your hard work!

# VOLUNTEER BENEFITS

As a way to show our appreciation for all of the time and energy our volunteers donate to the Festival, Milwaukee Film offers several volunteer benefits. These include:

## T-SHIRT

- Each volunteer will receive one Milwaukee Film Festival volunteer t-shirt.

## PARTY

- All volunteers who complete one shift will receive one invitation to the Volunteer Appreciation Party (time & location TBD).

## VOUCHERS:

- One 2019 volunteer voucher will be given at the end of each volunteer shift.
- The choice for 2019 or 2020 volunteer vouchers will be made available during the last week of the Festival.
- Vouchers can be exchanged for tickets to regularly-priced Festival films (*excluding Opening Night, Centerpiece, Closing Night films, Super Secret Members-Only Screening, or Premium Screenings*).
- Vouchers can be exchanged for tickets in the Standby line.
- Unused 2019 volunteer vouchers can be exchanged for raffle tickets at the Volunteer Appreciation Party. Unused 2019 vouchers cannot be exchanged after the fest.

For our volunteers who commit to working many shifts with Milwaukee Film, we offer higher level benefits in addition to the benefits listed above. These include:

## MEMBERSHIPS:

- Volunteers who work 25 hours or more will receive a Single Festival Fan Membership.
- Volunteers who work 40 hours or more will receive a Dual Festival Fan Membership.

**NOTE:** Memberships will be active on January 1, 2020.

## FESTIVAL PASSES:

- Volunteers who work 80 hours or more will receive a 2020 Milwaukee Film Festival Pass (valued at \$500).

**NOTE:** Hours for Memberships and Passes are a combined total of shifts worked from January 1, 2019 – December 31, 2019.

# WATCHING FILMS DURING A SHIFT

Milwaukee Film allows volunteers to watch films showing during their shifts. While we are happy to extend this privilege to our volunteers, we request that a few guidelines be followed:

## **A VOLUNTEER CAN WATCH A FILM IF...**

- The film is not on Standby.
- They are not standing in the back of the theater.
- They sit in the back row of the theater near the exit.
- They can be there from the start of the film through the end of the film. Please do not enter or leave a theater partway through the film.
- They leave the theater to collect ballots and resume volunteer duties as soon as the film has finished.
- They are not working at a busy theater where many duties must be completed while films are screening. The Oriental Theatre is usually too busy for volunteers to watch films during their shifts because it is the “hub” of the Festival.
- The Theater Manager does not need volunteers to help with other tasks.

The Theater Manager and the Assistant Theater Manager will always have the final say as to whether volunteers can watch films during a particular shift. If a film is on Standby volunteers (as well as staff and patrons) must refrain from standing in the back of the theater due to fire codes.

If there is a film you really wish to see, do not expect to be able to watch it during a shift. Instead, volunteer the day before and exchange a voucher for a ticket to that film!

If you have any questions or concerns regarding watching films during your shift, do not hesitate to reach out to the Volunteer Coordinator.



# VOLUNTEER QUICK REFERENCE

## THEATER & VOLUNTEER SHIFT VENUES

### **ORIENTAL THEATRE**

2230 N. Farwell Ave.

### **JAN SERR STUDIO CINEMA**

1915 E. Kenilworth Pl.

### **RIVOLI THEATRE (CEDARBURG)**

W62N567 Washington Ave.

### **AVALON THEATER**

2473 S. Kinnickinnic Ave.

### **TIMES CINEMA**

5906 W. Vliet St.

### **BROADWAY THEATRE CENTER**

158 N. Broadway Ave.

### **GOOD CITY BREWING**

2108 N. Farwell Ave.

### **KENILWORTH SQUARE EAST GALLERY**

2155 N. Prospect Ave.

### **NŌ STUDIOS**

1037 W. McKinley Ave.

## MILWAUKEE FILM CONTACT

If you have any questions or concerns, or if you are unable to make it to your shift, please contact the Volunteer Coordinator directly by phone or email.

### **EMILY RAASCH, VOLUNTEER COORDINATOR**

(414) 755-1965 x.235  
volunteer@mkefilm.org

### **MILWAUKEE FILM OFFICE**

1037 W. McKinley Ave.  
Suite 200  
Milwaukee, WI 53205

# Thank you for volunteering!