



MILWAUKEE FILM

**VOLUNTEER HANDBOOK
2026**

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MISSION:

Create world class cinematic experiences that convene our diverse communities and catalyze positive change in Milwaukee.

VISION:

Become the most dynamic, well rounded film culture institution in America.

VOLUNTEER 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

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. Theater Team volunteers also help seat patrons in the reserved section of the theater.

TIMECOUNTS

Timecounts.org 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 Timecounts.org, please contact us, and we will help you get into your shifts.

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SIGNING UP FOR SHIFTS:

1. To sign up for shifts, you'll first need to create a Timecounts account (timecounts.org/milwaukee-film).
2. Once you are logged in, click on the "Opportunities" tab, which will show any events with open shifts. For Film Festival shifts, click on the Event marked "Milwaukee Film Festival".

NOTE: Events will only be visible in the weeks leading up to them, and during the event. During the off-season, the Film Festival event will not be visible.

3. Once you are in the "Milwaukee Film Festival" event, click on the blue box that says "Sign Up". This box is located both in the right hand column, as well as at the bottom of the page.
4. On this next page, you'll be able to start selecting your shifts. You can sort by Start Time, Roles, and Locations. You can also filter the results to help narrow down the options. Once you find a shift you'd like to sign up for, click the white "Sign Up" button next to that shift, at which point the button will turn navy and say "Selected". You can select a single shift, or multiple shifts, at this time. Once you are ready to finalize your shifts, click the "Next" button in the lower right corner of the screen.
5. If you have not already completed your profile form, you will be asked to do so on the next page. If you have already completed the form, there will be a blue button that say "Complete Signup". On the next page, there will be a link to the "Home" tab. This will be where all of your confirmed shifts can be found.

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. 102** or at volunteer@mkefilm.org.

1. Under the "Home" tab of the Volunteer hub, you can view all of your confirmed shifts.
2. Locate the shift that you would like to cancel out of, which will have a navy "Confirmed" button. Click the downward arrow on this button, and select "Cancel"
3. This will cancel your reservation of the shift. It is now available for other volunteers to pick up.

CHECKING YOUR VOLUNTEER HOURS:

You can easily check your total completed hours for the festival season, by::

1. Under the "Home" tab of the Volunteer hub, click on "Volunteer Time" located in the left column of the page.

NOTE: This report will only show volunteer hours that have been completed, and will not show hours for upcoming shifts.

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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.

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.

APPRECIATION SCREENING

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

VOUCHERS:

- One 2026 volunteer voucher will be given at the end of each volunteer shift.
- The choice for 2026 or 2027 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 2026 volunteer vouchers can be exchanged for raffle tickets at the Volunteer Appreciation Screening. Unused 2026 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, 2026 and January 1, 2027. Hours for Memberships are a combined total of shifts worked from January 1, 2026 – December 31, 2027

WATCHING FILMS DURING A SHIFT

Watching films during shifts is not a guaranteed perk of volunteering at the festival, but is only possible under certain circumstances and at the discretion of your Theater Managers and Assistant Theater Managers.

A VOLUNTEER CAN WATCH A FILM IF...

- The Theater Manager does not need help with other tasks.
- They are not working at a busy theater where many duties must be completed while films are screening. It is typically not possible to watch films while volunteering at the Oriental.
- 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.

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, AND PANELS

ORIENTAL THEATRE
2230 N. Farwell Ave.

DOWNER THEATRE
2589 N. Downer Ave.

VIER NORTH.
1832 North Ave,

EAST BRANCH LIBRARY
2320 N Cramer St.

MILWAUKEE FILM

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.

COURTNEY MAYE
VOLUNTEER COORDINATOR
(414) 755-1965 x.102
volunteer@mkefilm.org

MILWAUKEE FILM OFFICE
2230 N. Farwell Ave.
Milwaukee, WI 53202

**THANK YOU FOR VOLUNTEERING! YOU HELP
MAKE MILWAUKEE FILM FESTIVAL POSSIBLE**