

# MONTCLAIR FILM + VOLUNTEER



**2019**  
**Volunteer Handbook**



# MONTCLAIR FILM MISSION STATEMENT

Montclair Film connects global filmmakers with audiences in a diverse, culturally vibrant community by presenting films and year-round programs that engage, entertain and educate through the power of visual storytelling.

Montclair Film Volunteer Team  
[volunteer@montclairfilm.org](mailto:volunteer@montclairfilm.org)

Jill Montague - Volunteer/Community Engagement Manager  
Sarah Barrack - Chair, Volunteer Committee



# WELCOME

## Thank You For Joining Our Team of Volunteers!

Whether you are a returning volunteer or new to Montclair Film, we welcome you and thank you for generously volunteering your time, energy, experience, and expertise! Without you, it would be impossible to bring all our programs to the community!

We invite you to join in the fun — help out year-round, during the week of the festival, or BOTH! We will do our best to make the hard work of volunteering fun!

### Our Commitment to You

- ✚ Provide a positive and friendly atmosphere in which everyone is treated with respect and courtesy
- ✚ Provide you with the necessary training to complete your assigned tasks
- ✚ Keep you informed about volunteer opportunities & changes to your shifts as best we can
- ✚ Appreciate your contributions to the organization
- ✚ Receive constructive feedback in a positive way

### Your Commitment to Us

- ✚ Arrive promptly for all of your shifts
- ✚ Dress in a professional yet casual manner (unless otherwise instructed) for all volunteer shifts. Our general dress code is to wear your Montclair Film volunteer t-shirt
- ✚ Remain at your post for the duration of your shift unless otherwise agreed to by your supervisor
- ✚ Treat ALL patrons, visitors, artists, guests, staff and fellow volunteers with courtesy and respect, no matter what
- ✚ Enjoy yourself! Smile!

# VOLUNTEER PERKS

- + A gorgeous Volunteer t-shirt
- + A voucher for every 3 volunteer shifts worked at a theater during this year's festival. You will receive an email once you have earned a voucher. Vouchers can be used for any regular priced screenings. Vouchers do not guarantee entry into a screening and may only be used in the rush/standby line when seats are available. Once you have a seat for the screening, the box office station can access your voucher and redeem it for a ticket. Vouchers will be valid for regular priced screenings during the festival and at Cinema505 for one year after issue.
- + A free one year, individual MFF membership (or renewal, if applicable) for 12 hours of volunteer shifts worked during this year's festival (beginning with catalog distribution) or for 20 hours worked throughout the calendar year.
- + A free one year, family membership (or renewal if applicable) for 40 volunteer hours over the course of one year (reviewed and awarded in January).
- + A volunteer discount on MFF merchandise (15%)
- + Invitations to the Volunteer Appreciation Party and Volunteer Events throughout the year

\* **Volunteers must be at least 15 years old. A parental consent form must be signed for any volunteers under 18 years old.**



# WHAT TO BRING

Please wear your MFF Volunteer t-shirt of course!! This t-shirt goes well with everything - from jeans to skirts to slacks!!! Don't have one yet? We will give you one! If you are volunteering at Cinema505, you can get one when you arrive for your first shift. During the festival, you can pick one up at Cinema505 during box office hours starting in early April. If you forget your shirt, we will keep extras at the venues.

- ✦ Comfortable Shoes: leave those heels at home – you will be on your feet a lot!!
- ✦ Dress for the weather, you never know if you are needed outside, so be prepared.
- ✦ Leave your valuables at home, you do not need them and we cannot store them for you.
- ✦ Bring a snack and drink with you if you will need that during your shift.
- ✦ Most important -- a smile!



# MONTCLAIR FILM YEAR-ROUND PROGRAMS

The Montclair Film Festival is our largest and most involved production. However, Montclair Film has many other programs that volunteers can get involved with:

- ✚ **Year-Round Screenings/Events at Cinema505:** We are showing movies and hosting events throughout the year at Cinema505 including our StorySlam and Improv events. We need theater operations volunteers throughout the year. Please watch your inbox for emails about available opportunities.
- ✚ **Summer Series:** A free outdoor summer film series open to the public in local parks, gardens, downtown areas and amphitheaters. Live music often accompanies these popular events. It's a great way to spend a summer evening.
- ✚ **Parades/Community Events:** Help represent Montclair Film and spread the word within the community about our programs. We participate in many events throughout the year including the African American Heritage Parade, the Montclair 4th of July Parade, and both the Downtown and Upper Montclair Sidewalk Sales.
- ✚ **Behind the Screen:** A day of seminars and master classes with highly accomplished film, television, and new media professionals provided for free. Panels have included: Documentary Storytelling, Production: Wardrobe & Sets, Production: Lighting & Camera, Online Content Creation, Working as an Actor, Directing, and Animation.
- ✚ **Montclair Film+ Education:** The Montclair Film Education Department has developed workshops and courses in all aspects of filmmaking and digital arts. Our mission is to help students find their voices and tell their stories. We also want to harness the power of film to explore relevant issues and spark conversation. Check out our website for announcements of upcoming classes and events -- and if you have a suggestion for a class that you'd like to take or teach, send it to [Education@MontclairFilm.org](mailto:Education@MontclairFilm.org).

# FESTIVAL VOLUNTEER TEAMS

TEAM	DESCRIPTION
Theater Operations	Volunteers set up signage, greet guests, usher guests into the theater, scan tickets at the door, assist with line control inside and outside of the building & assist patrons with questions.
Box Office	Assist patrons in buying tickets after receiving training on our ticketing system. Also responsible for printing and distributing will call tickets. Don't be intimidated! Our Box Office Manager will show you how easy it is. This is a great way to have a front-row seat for all the action in the theaters.
Merchandise	Volunteers take inventory, set up merchandise & manage sales at events, then handle packing up of merchandise at the close of the events.
Drivers	Volunteers pick up filmmakers and special guests from the airport, NYC, and other locations, as well as transport to/from hotels and venues. Volunteers must be over 25 years old with a valid driver's license and insurance.
Operations/ Event Production	Volunteers set up and breakdown event props and décor for MFF events. May need to climb ladders and do some heavy lifting. May also need to assist Managers during events.
Ad Sales	Visit local businesses to discuss advertising opportunities in the MFF catalog. Takes place December - mid-February.
Street Teams/Local Business Outreach	Volunteers help spread the word to local businesses by passing out catalogs, flyers, and posters. Get to know local business owners!
Online Niche Marketing	Volunteers oversee online promotional efforts for films. They customize outreach based on specific interest groups for each event. Their job is to identify the audience for each event and get them to attend, while urging them to get out the word to others.
Photography	Volunteers shoot MFF events for photos that appear on our website and in MFF materials. *Professionals preferred.

## FESTIVAL VENUES

Cinema505 – 505 Bloomfield Ave., Montclair

Clairidge Cinema – 486 Bloomfield Ave., Montclair

Montclair Kimberley Academy Upper School – 6 Lloyd Road, Montclair

The Wellmont Theater – 5 Seymour Street, Montclair

Buzz Aldrin Middle School - 173 Bellevue Ave, Upper Montclair

MSU School of Communication & Media - 1 Normal Ave., Upper Montclair

## PARKING

Parking in Montclair can be difficult. Please leave yourself enough time to find parking and still arrive at your scheduled shift time. For specific suggestions on parking, please consult the Venues & Travel section of the catalog or the Parking Suggestions document posted on Shiftboard.

## ARRIVAL TIME

Please arrive at your venue 15 minutes before your scheduled shift time so that you have time to settle in before beginning work. You are either starting the day or taking over for someone so punctuality is very important. If you are running late please reach out to your Venue Manager and let him or her know. If you have to miss your shift, please call as soon as possible. We are counting on you to make this festival great.

When you arrive, check in with the Venue Manager or Assistant Venue Manager. If they are busy (which they often are), check in at the Merchandise table which is usually near the front of the venue. Don't forget to sign in and out on the Volunteer Sign-in Sheet. This is how we track your hours and determine who has qualified for movie vouchers.

## PROFESSIONALISM

"When can I see films?" - This is a film festival, so we understand your interest in attending some of our incredible screenings! However, in order for the theaters to run smoothly, please do not plan or expect to see films while you are volunteering. We need our volunteers for a variety of tasks including assisting patrons during the movies. If there is something that you really want to see, we encourage you to buy a ticket and plan to volunteer at another time. Volunteers are some of our best customers! Also, please know that we sometimes open up films to volunteers when we want to be certain a director or special guest has a full house. Bottom line - if you want to see a film from start to finish, buy a ticket.

"Houston, we have a problem!" - It happens! Due to the nature of the events, some situations can get stressful for staff, volunteers, and patrons. There may be screenings that run behind schedule or there may be technical difficulties. Unlike a regular movie theater, we show films only once or twice. And, that means the projectionists have a very short window in which to test a film before the screening starts. Sometimes, there are unexpected glitches! Your job is to keep calm and carry on! This means informing your supervisor if necessary of any problems, and always doing your best to ensure the patrons have a great experience -- even the most challenging of personalities (and we know you will encounter a few)! Always remember that you are an ambassador of the festival whenever you are volunteering. Keep smiling.



**WHAT DOES EVERYONE DO?**

- + Venue Manager - Oversees all operations in the venue. Point person for volunteers, filmmakers, MFF Staff.
- + Assistant Venue Manager- Manages ushers. Works with projectionists to open house and start films. Manages Q&As.
- + Line Manager – Manages lines, ticket scanners, counters and patron questions.

**Theater Operations Staff - (That's You!!)**

- + Usher - Helps patrons find seats, ensures patrons fill in all seats for sold-out houses, assist disabled people.
- + Ticket Scanners – Scan tickets as patrons enter the theater making sure they have the correct ticket for the film showing, reminds patrons their ballots are their ticket stubs.
- + Counter - Uses hand clicker to count number of people entering theater so we know if we can release seats to the rush line.
- + Ballot Taker - Collects ballots at the end of screening, and after theaters are loading in, tallies and count ballots, reminds patrons their ballots are their ticket stubs.
- + Line Control - Makes sure people are on the correct lines and that all people on ticket holder line have an actual ticket. Works with Line Manager for efficient loading of house.
- + Greeter- Welcomes patrons to the venue, answers questions, hands out catalogs/ sponsorship literature, hands out MFF discount pins.
- + Box Office - Handles all ticket sales, will call and guest tickets.
- + Merchandise Sales - Sells MFF branded merchandise.

**Venue Set-up** - The first shift of the day will be setting up lines, putting out signage, helping box office and merchandise get ready... generally getting the day started.

**Venue Breakdown** - The last shift of the day will be taking in signage from outside, putting things away, and making sure the venue looks nice for the morning!!

## CREATING A VOLUNTEER ACCOUNT

To use Shiftboard, you'll need access to a computer or mobile device with internet access, an email address, and a web browser to log on to <https://www.shiftboard.com/mff/register.html>. Fill out the information and click "submit". Once your registration is approved, you will receive an email with your USERNAME and TEMPORARY PASSWORD. Keep your password handy!

It is a good idea to log into Shiftboard frequently to stay up-to-date on shift postings and announcements. Shifts that have been taken sometimes open up if a volunteer cancels. Also, please remember to update your contact information if your email address or cell phone changes!







# FREQUENTLY ASKED QUESTIONS

## SIGNING UP FOR SHIFTS

We use Shiftboard, an online volunteer scheduling website to communicate with volunteers and to post volunteer shifts.

## FREQUENTLY ASKED QUESTIONS

**"I forgot my password":** On the volunteer page, [www.shiftboard.com/mff/](http://www.shiftboard.com/mff/), click "Forgot Password" and enter your email address.

**"I never got a password":** Your account may be in the process of being registered. Once you are registered, you will receive a password.

**"I don't see any shifts on my calendar":** You will be able to see available shifts on the calendar for the Teams you are on. If all the shifts have been filled, you will not see any on the calendar.

**"How do I sign up for a shift?":** You will be able to see the available shifts only for the Teams you are on. Many of our shifts are posted for the "All Volunteer" Team, which you are automatically assigned to when you register with Shiftboard. Available shifts are in GREEN. Click on the shift and a more detailed box will open on the right. Select "Take this shift" and you will be signed up!

**"How do I see who is else signed up for a shift?":** When you are looking at the calendar, just above the calendar in the right corner, you can select "Shift View" or "Shared View". "Shared View" will show you who else has signed up on your team (but it will not show available shifts, for that, switch to "Shift View").

**"What do I do if I need to cancel my shift?":** Please, please do not cancel unless you have a last minute emergency. The festival is run by volunteers, so please carefully consider what shifts you sign up for before you select them! If you do need to cancel, you can click on that shift in Shiftboard and "unconfirm" or you can email [volunteer@montclairfilm.org](mailto:volunteer@montclairfilm.org).

**"Is logging on to Shiftboard the only way to see shifts?":** There is a free Shiftboard App if you have an iPhone! You can check shift details and pick up open shifts from your iPhone, see your positions for today, or for another day or date range, filter status to see all open positions, pick up an open shift in real-time from your iPhone, and check the location of any position with a linked map.

# VOLUNTEER CODE OF CONDUCT

- + As a volunteer, you are an ambassador of Montclair Film. When you are volunteering, your words, actions and attitude reflect on us. Please try to put your best foot forward.
- + Treat everyone you meet with respect.
- + For most Montclair Film events, casual attire is appropriate. Your appearance and hygiene should always be clean and professional. You should wear your volunteer t-shirt unless instructed otherwise.
- + Your assignment is at the discretion of your Venue Manager/Supervisor. Please remain at your post unless otherwise instructed.
- + Don't show up for shifts for which you are not assigned unless you have cleared it with your Venue Manager/Supervisor or the Volunteer Manager.
- + Don't assume you can watch the film or conversation unless your supervisor says it's ok. If you want to watch a film from start to finish, please buy a ticket. Unless you have paid for a ticket, you are not allowed to reserve a seat in the theater.
- + Don't wear your volunteer t-shirt if you are watching a film as a patron.
- + Celebrities and filmmakers are our guests and should be treated with the utmost respect. As a volunteer, your first priority is to help the event go smoothly. Please stay focused on that and save the selfies for another time.

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and Montclair Film guests and patrons. The following are only some examples of inappropriate conduct which could lead to dismissal:

- + Being under the influence of drugs or alcohol while volunteering
- + Harassment, including sexual harassment
- + Inappropriate conduct toward staff, other volunteers, talent/guests of the festival, etc.

If you are unsure if something is a violation of the Code of Conduct, feel free to ask your supervisor, Montclair Film staff or the Volunteer Manager.

- \* Montclair Film reserves the right to prohibit a volunteer from participating in our volunteer program if we believe there is a violation of the Code of Conduct. In that event, we will provide written warning of such violation before we take further action.