



2017 VOLUNTEER HANDBOOK

Deer Horn Ranch, Geary County

Chisholm Trail

SYMPHONY IN THE FLINT HILLS

WELCOME TO SYMPHONY IN THE FLINT HILLS, INC.

Through year-round programming, Symphony in the Flint Hills, Inc. works to heighten the appreciation of the Tallgrass Prairie. Our Signature Event combines gorgeous vistas, beautiful music, great food and camaraderie. The event would not be possible without the spirit, dedication and hard work of our volunteers.

We rely on volunteers to maintain the event site, greet attendees, provide information, sell merchandise, collect trash, and perform other duties as needed.

As you consider volunteering for our Signature Event, please be aware of your physical and time limitations. Most volunteer jobs require a great deal of physical activity, standing, walking, lifting, or other types of exertion. Volunteer shifts are a minimum of six hours. Be prepared for lots of motion and respect your own limitations. Plan to be in the hot Kansas sun and wind during your volunteer shift.

We want your choice to volunteer at SFH to be the right one for you. Each volunteer represents SFH and thereby is an ambassador for our organization. Our expectations are that SFH volunteers will be enthusiastic, friendly, helpful, and professional at all times. So bring a smile, positive attitude, and strong work ethic!

Heighten appreciation and knowledge of the tallgrass prairie, by providing opportunities to experience symphonic music and place-based education in the Kansas Flint Hills

Sandy Dorsey
Volunteer Coordinator
Symphony in the Flint Hills, Inc.

sandy@symphonyintheflinthills.org
331 Broadway
PO Box 370
Cottonwood Falls, KS 66845
620-273-8955

MINIMUM QUALIFICATIONS

- 18 years of age.
- Dedication to visitor experience.
- Capable of walking on rocky terrain, a minimum of one mile from the parking area to the volunteer site.
- Able to work in Kansas summer wind and heat.
- Available to volunteer for a minimum of six hours.
- Strong enough to stand up to six hours or more.
- Tolerant of shift times. – The Team Leader will consider preferred shift times, but these times are not guaranteed. Shift time may not allow time to visit education tents or view and hear the concert.
- Willing to volunteer on assigned team. Team preferences – the Volunteer Coordinator will consider preferred team preferences, however, these teams are not guaranteed.
- Able to work under pressure with large crowds.
- Capable of handling stressful situations with a positive attitude.
- Excellent customer service agent.
- A sense of humor.
- Flexible, with the ability to adapt to changes.

VOLUNTEER EXPECTATIONS

- Know Symphony in the Flint Hills, Inc. Mission Statement; *Heighten appreciation and knowledge of the tall grass prairie, by providing opportunities to experience symphonic music and place-based education in the Kansas Flint Hills.*
- Read the Volunteer Handbook and complete a mandatory Volunteer Application on an annual basis.
- Check in at Ticket Gate at least 30 minutes prior to shift time.
- Arrive at assigned shift on time.
- Wear Volunteer T-shirt while on duty. Do not alter T-shirt.
- Wear Volunteer Wristband.
- Work assigned shift, a minimum of 6 hours, until released by Team Leader.
- Treat fellow Volunteers and Ticketholders with respect at all times.
- Be courteous, polite, respectful, friendly and cooperative to all.
- Present an attitude and environment that makes visitors feel confident to return.
- Fulfill given duties with enthusiasm and good cheer.
- Volunteer should possess the desire to help others.
- Answer general questions about the event.
- Have an active personal email account and check it regularly.
- **Do Not** use alcohol, drugs, or smoke, while working or prior to shift.

AS A VOLUNTEER, YOU MAY EXPECT

- To be valued and treated as a co-worker and partner.
- A suitable assignment with consideration of your skills and experience.
- Clear instruction of your role and what is expected.
- To meet and build camaraderie with other Volunteers who share a passion for the Kansas Flint Hills.
- To meet a variety of attendees and provide a positive visitor experience.

ENVIRONMENTAL RESPONSIBILITY

- Volunteers should bring their own water bottle. Free water is available to fill bottles.
- If you see trash, please throw the trash away.
- As Ambassadors, guide attendees to the correct receptacle for recycling or trash.
- If possible, carpool.

ADDITIONAL INFORMATION

- The Volunteer Coordinator, working with Team Leaders, will sort the Volunteer Applications and assign Volunteers.
- If a personal emergency occurs and you are unable to work, please contact your Team Leader as soon as possible.
- If you plan to visit educational tents, please do so before or after your shift.
- Park in designated Volunteer Parking area. A parking pass will be issued via email to Volunteers prior to the event. Print the pass and display in your car window.
- Food is available for purchase.
- Children and additional helpers are not allowed to accompany Volunteers on duty. **ONLY** persons whose names are on the Volunteer List at the Ticket Gate will be permitted to enter the site.
- Wear weather-appropriate clothing and be prepared for weather changes.
- Footwear should be closed toe, comfortable for walking and standing for long periods, and appropriate for outdoor activities.
- Know your physical limitations.
- Water will be available for on-duty Volunteers.
- All bags will be searched at the Ticket Gate.
- Alcohol consumption is allowed after a volunteer completes their shift. A driver's license must be shown to provide proof of age. An alcohol wristband must be worn to purchase alcohol.

Volunteer Teams listed below

SYMPHONY IN THE FLINT HILLS VOLUNTEER TEAMS

All teams require standing and working in the heat and wind.

ART TEAM

- Engaging personality
- Financial transaction experience
- Set-up, take down, and package artwork, this requires lifting
- Understand the bidding process and communicate to potential bidders

BEVERAGE

- Clean tables
- Trash pick-up

CHAIR RENTAL

- Financial transaction experience
- Some lifting required
- Exchange payment for chair
- Give a chair tag to each chair renter

COOKIES & WATER

- Financial transaction experience
- Serve cookies and water to attendees

FIELD JOURNAL/INFORMATION/LOST AND FOUND

- Financial transaction experience
- Knowledge of site; tent locations, restrooms, schedule of daily activities
- Assist with the purchase of 2017 Field Journal

FOOD (SERVER)

- Serve appropriately sized servings to attendees
- Move attendees swiftly through the food line

FOOD (BUSSERS)

- Clean tables
- Trash pick-up from tables and ground
- Removal of trash bags to dumpster
- Assist attendees. If needed; carrying meals to tables

PATRON

- Bar
- Waiter/Waitress
- Greeter
- Friday Set-Up
- Check-In
- Food Host

RETAIL

- Financial transaction experience
- Friendly and approachable personality
- Point of Sale experience
- Heavy Lifting
- Answer general questions about merchandise and event
- Assist attendees with the purchase of merchandise

SEATING

- Work in the wind and sun, no shade
- Answer general questions
- Assist attendees and patrons to find and mark chairs
- Crowd control before and during the event
- Clean chairs
- Keep stage area presentable
- Spread straw to cover mud or ruts
- Remove cinder blocks, extra chairs as needed

TICKET

- Answer general questions
- Friendly and approachable personality
- Check tickets
- Place wristbands on attendees
- Check ID's for alcohol consumption
- Check bags for glass, alcohol, or firearms and report to SFH personnel.

TRANSPORT

- Work in wind and sun, no shade
- Crowd Control
- Answer questions about site; tent locations, restrooms, schedule of daily activities
- Assist attendees onto trailers/ADA bus
- Physically lift walkers and wheelchairs
- Crowd/line control
- Drive golf cart
- Drive a large pick-up truck
- Raise and lower trailer steps
- Arrange hay bales if needed
- Considerate of people needing assistance

TRASH

- Work in wind and sun, no shade
- Heavy lifting
- Remove trash/recycling bags to appropriate bins
- Patrol site looking for trash and full trash/recycling bins
- Drive flatbed ATV or golf cart

VOLUNTEER CHECK IN at TICKET GATE

- Check-in volunteers and media
- Hand out volunteer t-shirts and wristbands
- Answer volunteer questions about the event
- Communicate messages to volunteers from their Team Leaders
- Assist volunteers in finding their Team Leader and volunteer location, site directions
- Well organized
- Good communication skills
- Check bags for glass, alcohol, or firearms and report to SFH personnel.

WATER

- Work in wind and sun, no shade
- Heavy Lifting
- Fill coolers with ice from the reefer truck
- Fill coolers with water bottles
- Load coolers, filled with ice and water bottles, to each tent on site
- Replenish coolers with water bottles as day progresses
- Communicate with Team Leaders for proper location of coolers within tent
- Drive golf cart