

Santa Fe CHAMBER MUSIC FESTIVAL

Volunteer Services Manager Job Description 2024

The Volunteer Coordinator recruits, schedules, provides training and support for volunteers who serve Festival performances at St. Francis Auditorium and the Lencic Performing Arts Center.

Communication:

The Volunteer Coordinator sends a SAVE THE DATE email in February/March, a concert selection request email in April, and then emails each Volunteer's concert assignments emailed individually in May. An Orientation Reminder email is sent to all scheduled volunteers mid-June, with the St. Francis Seating Chart and Volunteer Handbook included as attachments.

Prior to the annual Orientation held at St. Francis Auditorium, the Volunteer Coordinator updates the Volunteer Handbook. In coordination with the House Manager, additional updates and training may be provided throughout the Festival Season, as needed.

24 hours prior to each performance the Volunteer Coordinator emails a reminder to all volunteers that are assigned for that concert. Email should include arrival time, parking information, where they are to check in, and any additional needed information related to concert or festival.

Recruitment:

The Volunteer Coordinator monitors the Festival's website "Opportunities" link throughout the year. A telephone interview is conducted before new Volunteers are added to the Roster. Current Volunteers also recruit and recommend potential Volunteers, who are also interviewed. SFCMF Staff also recruit Volunteers from within the Community.

Scheduling:

10-14 volunteers for ticketed performances in St. Francis Auditorium; 4 for Youth Concerts; Additional scheduling to assist staff with Lencic Will Call and other duties as requested. Roster copies are provided to the House Manager and Director of Ticketing and Patron Services.

Lead Volunteers

The Volunteer Services Manager will determine 4-5 lead volunteers who will agree to be a lead volunteer for specific concerts. The lead volunteer will fill in at concerts the Volunteer Services Manager is not attending. They will arrive 15-20 minutes earlier than the other volunteers; check in with the House Manager and Director of Ticketing and Patron Services; set up the volunteer sign-in book, sashes and name tags; work with house manager to set up program stuffing; greet arriving volunteers; assist House Manager with any additional things they need; post-concert, in addition to regular volunteer duties, they will put away name tags, sashes and volunteer sign-in book. This eliminates the need for the Volunteer Services Manager to be at every concert.

Volunteer Retention

The Volunteer Services Manager keeps track of the number of concerts each volunteer has worked and each time they reach 4 concerts, emails Director of Ticketing and Patron Services a request for a concert voucher to be sent to the volunteer.

The Volunteer Services Manager also helps with the planning of the volunteer appreciation event as well as coordinating the thank you cards that are signed by all Festival staff and makes sure those are mailed to all the volunteers.

Cancellations:

The Volunteer Services Manager maintains a Substitute List, which is emailed to all volunteers with their schedule in May. If a Volunteer is unable to fulfill their commitment to serve at an assigned concert, it is the volunteer's responsibility to find a Substitute from the approved Substitute List. If not successful, it is the volunteer's responsibility to email, text, or call (if within 24 hours) the Volunteer Services Manager and provide them with the date/time of the performance they need to miss, along with the names of people they have contacted. The Volunteer Services Manager will then determine if a substitute is necessary for the performance and continue to work on finding a replacement if needed.

House Manager Coordination:

The House Manager, along with the Volunteer Services Manager or assigned lead volunteer is responsible for management and supervision of Volunteers at each performance and communicating pertinent information to the Volunteer Coordinator.

Estimated hours

Mar – week 1	4hrs	writing and sending save the date
Mar – week 2		
Mar – week 3		
Mar – week 4	4hrs	preparing the concert selection info
Apr – week 1	4hrs	preparing the concert selection info
Apr – week 2	6hrs	emailing out the concert selection info to volunteers
Apr – week 3	10hrs	getting responses and starting to slot them in
Apr – week 4	10hrs	getting responses and starting to slot them in
May – week 1	14hrs	assigning concerts to volunteers
May – week 2	14hrs	assigning concerts to volunteers
May – week 3	14hrs	assigning and emailing assignments
May – week 4	8hrs	responding to people's responses
June – week 1	8hrs	responding to people's responses
June – week 2	4hrs	maintenance
June – week 3	4hrs	maintenance
June – week 4		
July – week 1	2hrs	preparing for volunteer party
July – week 2	3hrs	preparing for the volunteer meeting
July – week 3	23hrs	advising the House Manager as necessary
July – week 4	23hrs	advising the House Manager as necessary
Aug – week 1	26hrs	advising the House Manager as necessary
Aug – week 2	23hrs	advising the House Manager as necessary
Aug – week 3	23hrs	advising the House Manager as necessary
Aug – week 4	8hrs	advising the House Manager as necessary and season wrap up