



PRESENTED BY



FRENCH QUARTER FESTIVAL

## FQF Volunteer Program *powered by Chevron:* 2020 Volunteer Job Descriptions

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*Thank you for volunteering at the  
37<sup>th</sup> Annual French Quarter Festival presented by Chevron!  
We couldn't make it happen without you!*

**\*All volunteers must be 16 years or older and will be required to sign a release waiver both online during the sign-up process and at the Check-In Booth on festival grounds**

### **SURVEY TAKER** (*Festival-Wide*)

This job is one of our highest priorities! Each year French Quarter Festival and The University of New Orleans collaborate on a survey questionnaire. The results from this survey are crucial for our economic impact study and help us to continue presenting our festivals each year. Volunteers are needed to conduct visitor surveys. Each survey consists of approximately 26 questions and takes approximately five minutes to complete. This job requires an outgoing personality and standing for the duration of the shift.

**\*\*EXTRA PERK for Volunteer Survey Takers: For every 3 surveys completed, you will receive 1 food/bev ticket in addition to your regular allotment of volunteer shift tickets. Completed surveys may be redeemed for tickets at Volunteer Check-in (up to 10 tickets per Survey Taker).**

### **INFORMATION BOOTH** (*Festival-Wide*) & **INFO DESK** (*N.O. Jazz Museum, formerly US Mint*)

**Info Booth Volunteers** will assist festival goers in answering questions about the event and local area while providing them with programs and other printed material. Volunteers may also be asked to give directions or provide suggestions based on a local's perspective, therefore knowledge about New Orleans, the French Quarter and the festival is strongly advised.

**Info Desk Volunteers'** job duties are the same as above but with the additional task of supporting the NOJM Staff.

We ask that volunteers at all Info Booth/Desk locations please communicate with the Volunteer Coordinator or other FQF Staff when publication inventory runs low or if a situation arises in which you feel a staff member should be present, such as an emergency.

Standing in a small area for the duration of the shift may be required at either location.

### **A.D.A. INFORMATION BOOTH: 2 LOCATIONS**

- ***Canal St. Plaza (Riverfront)***
- ***N.O. Jazz Museum (formerly US Mint)***

Volunteers will help the public understand and navigate French Quarter Fest's Accessibility Program offerings. Festival goers with accessibility needs are encouraged to visit our two A.D.A. Info Booths, located on our festival's Riverfront / Canal Plaza and at the New Orleans Jazz Museum. Volunteers will help attendees with questions about the festival and its accessibility options while providing them with programs and other printed material about the event.

These volunteers may be asked for suggestions based on a local's perspective, therefore knowledge about New Orleans, the French Quarter and French Quarter Festival is strongly advised. Knowledge about accessibility options for persons with mobility, visual, auditory, sensory, and dietary needs is helpful but not essential, as volunteers in each of these booths will be supported by trained supervisors (A.D.A. Booth Managers) who are looped into festival operations.

A.D.A. Booth Volunteers should communicate with their A.D.A. Booth Manager whenever brochure/publication inventory runs low or if a situation arises in which the volunteer feels a staff member should be present, such as an emergency.

### **MERCHANDISE BOOTH SALES**

Help us sell this year's official festival merchandise! Volunteers will be required to help customers, restock inventory, and keep booths clean and organized. Sales experience is preferred but not required – just be sure to bring lots of smiles and a great attitude! This job requires standing in a small area for the duration of the shift.

### **VOLUNTEER CHECK-IN: 2 LOCATIONS**

- ***Jax Lot***
- ***N.O. Jazz Museum (formerly US Mint)***

Volunteers will assist with the check-in process of fellow volunteers, help them locate booths on maps, and provide them with volunteer T-shirts. Being able to take direction well and adapt to busy environments are ideal qualities for these volunteers to have. Knowledge of French Quarter Festival, New Orleans and the French Quarter is strongly advised.

### **BEER BOOTH \*21+ Age Requirement**

All Beer Booths will be selling alcohol, therefore it is required that volunteers be 21+. Beer Booth Volunteers will be asked to pour drinks and/or pass them to paid cashiers. Volunteers may also be asked to help restock beverage inventory during shift may occasionally be asked to lift up to 15 pounds. Money handling will not be involved. This job may require standing in a small and sometimes wet area for the duration of the shift.

### **LUZIANNE ICED TEA & COLD BREW COFFEE BOOTH**

The Luzianne Iced Tea & Cold Brew Coffee Booth position will be very similar to our other beverage booths; however, this role can be filled by volunteers 16+. Volunteers will be asked to pour beverages, organize supplies, and assist in all operations of the booth. Money handling will not be involved. This job may require standing in a small and sometimes wet area for the duration of the shift. Volunteers may occasionally be asked to lift up to 15 pounds.

## **BIKE VALET: 2 LOCATIONS**

- ***Canal Street Entrance (Riverfront)***
- ***N.O. Jazz Museum (formerly US Mint)***

The festival's Bike Valets provide attendees with a safe, valet-style service while helping to support the city's bicycle culture and create a greener festival. Volunteers at each location will greet people looking to secure their bicycles in one of the Bike Valet corrals. Volunteers will have each cyclist fill out a contact information form, in return for which they'll be given a claim stub they may present to retrieve their bike when they return. Volunteers will then walk the cyclists' bikes to an open bike parking spot in the corral, where they will securely park it. This job requires continued short walks and handling bicycles in a careful manner.

## **USHER: 2 LOCATIONS**

- ***Broussard's Interview Stage with American Routes (N.O. Jazz Museum, formerly US Mint)***
- ***Culture and History Stage (Le Petit Theatre, 616 St. Peter St.)***

Volunteers will assist staff at each venue in sharing program information with attendees; helping with seating and audience traffic flow; performing general maintenance of theater seating and assisting with trash cleanup in between speakers.

Volunteers should familiarize themselves with the program on the day they're working and to the layout of the venue in order to better respond to attendees' questions. Volunteers may be asked to interact with attendees, presenters and/or artists.

## **FESTIVAL SUPPORT KREWE – VOLUNTEER FLOATER \*21+ Age Requirement**

Volunteers signing up for this position may be asked to do any of the above job duties at any of the locations. They will serve as floaters who fill in voids from no-shows or unforeseen gaps in scheduling. Volunteers may be asked to serve alcohol, therefore this position requires volunteers who are 21+. This job may require standing for the duration of the shift.