



## 2009 Austin City Limits Music Festival Volunteer Overview

Event Dates: October 2, 3, 4th, 2009

**Contact Info:** Send questions regarding the volunteer program via email to The Volunteer Team: [acmfvolunteers](mailto:acmfvolunteers@austincitylimits.com) at [austincitylimits.com](http://austincitylimits.com)

### The Basics

- Volunteers must live in Austin or the surrounding area.
- There is a \$10 non-refundable application processing fee for all applicants, regardless if they are placed in a volunteer role.
- Volunteers must be 18 years or older.
- Volunteers receive no monetary compensation for their services.

### What kind of positions do you have?

All volunteer positions focus on patron services and are “front of house” roles. Some are in booths, some are “mobile”. We do not have backstage, VIP, or production positions for volunteers. Roles fall in the following categories:

- **Patron Services** (Info/Lost & Found, Volunteer HQ, Program Distribution, Greeters, Backup, Chair Check)
- **Access Program** (Access Center info. or viewing area assistance)
- **Kids Activities** (Kids' Activities and “Tag-a-Kid” program)
- **Rock and Recycle** (Rock and Recycle Center rewards programs and green messaging)

### When and how long are the shifts?

A typical shift is 4 hours during the festival show days October 2, 3, 4, 2009. All volunteers must check in half an hour before their shift to get their wristband, t-shirt, sign a waiver, meet their team and/or team leads, etc.

### What are my chances of being placed?

You'll greatly increase your chances of being chosen as a volunteer by:

- Being able to work a shift **all three days of the festival**.
- Being flexible with your shift time assignments.
- Showing availability at varying times of the day (i.e. Friday morning, Saturday evening, Sunday afternoon) and for a variety of teams.
- **Not requesting all morning shifts!** Everyone wants to work the first shift and we need to place volunteers throughout the day each day of the festival. If you'll only be happy in your volunteer role with shifts in the morning, this volunteer program probably isn't for you. Just sayin'.

We look for applicants who enjoy volunteering in their community throughout the year and some teams have specific requirements.

If you are a returning volunteer who successfully completed all your ACLMF volunteer shifts last year (with a positive rating from your team lead), we'd love for you to come back!

Because we typically get many more applicants than there are positions, not everyone is selected. If you haven't been selected by mid-September, it is unlikely you will be placed.

### **I want to check out the available teams.**

Scroll down this page to see a full listing of the teams and role descriptions.

OR, click [HERE](#) to see the teams and which ones still have openings.

## **Ready to Volunteer?**

### **Two Steps:**

- 1) **Pay the Fee:** Pay the \$10 volunteer application processing fee. Click [HERE](#) ([www.aclfestival.com/volunteerapplicationfee](http://www.aclfestival.com/volunteerapplicationfee)) to link to the web page to pay the fee (through Frontgate Tickets). The fee is a nonrefundable processing fee for all applicants, regardless if you are chosen as a volunteer. After paying the fee online successfully, you'll receive an email with your confirmation/order number with a link to the online volunteer application.
- 2) **Apply:** After paying the \$10 fee, visit [HERE](#) ([www.aclfestival.com/volunteerapp](http://www.aclfestival.com/volunteerapp)) to apply to be a volunteer.

You'll have a chance to provide your contact info, answer questions about your experience and qualifications, and (new to 2009) show interest in a team or teams and show availability for shifts.

***Note: We will do our best to accommodate requests for certain shifts, but please be flexible as many volunteers request the same shifts, so we have to assign other shift times as necessary.***

Keep in mind if chosen to volunteer, you will be assigned to one team only throughout the weekend.

After applying to volunteer, you'll receive an automatic confirmation email that contains your login and password.

Be sure to check your Junk Mail or Spam folder for this email from **postmaster at volunteer2.com**.

### **What happens after I apply?**

Your application will be reviewed by the volunteer recruiter and we'll place volunteers as quickly as possible. Please be patient, as we have many applications to review. If you are chosen to volunteer, you'll receive an email confirming your team and assignment and directing you to [www.myvolunteerpage.com](http://www.myvolunteerpage.com) to review your schedule **AND** confirm your acceptance. You'll have one week to confirm your assignment or you risk losing your spot.

You can check [www.myvolunteerpage.com](http://www.myvolunteerpage.com) anytime to check your schedule, update your profile, etc.

If you haven't heard from us by mid-September, it's unlikely you'll be placed.

### **What are the perks?**

After your shift, you get free entry into the Festival to enjoy the music, eat some great food, and visit all the other fun stuff throughout Zilker Park.

You'll also receive a limited edition Volunteer t-shirt to wear while you're on your shift and keep as a nice memory of your contribution to the festival. We'll provide light snacks and free water (think green and bring a refillable bottle or use one bottled water and refill it from the free fountains in the park).

You'll be part of a team that's putting on one of the largest music festivals in the U.S.—now celebrating its eighth year in Austin's Zilker Park. It's a fun way to meet people and you'll have the satisfaction of knowing you were a big part of making the festival happen.

### **What's the timeline?**

This year volunteers can show interest in teams and availability for shifts, and the earlier you apply the better your chances are of getting the shifts you want. Remember, we'll do our best to accommodate specific shift requests, but please be flexible.

The bulk of hiring is complete by mid-September.

Closer to the Festival selected volunteers will receive a link to an online orientation with full information on your role. You must have a valid email address you check often!

### **Will I be trained?**

Prior to the festival selected volunteers will need to review a brief general online orientation and team specifics. At the festival you'll be managed by team leads.

## **2009 Volunteer Teams and Roles**

### **Patron Services**

#### **Greeters**

Greeters are posted near the festival entrances or Box Office. Your role is to meet, greet and help along thousands of fans. You might be one of the first volunteers our patrons meet and must be friendly, enthusiastic and helpful. It's a great way to interact with fans from all over the country.

You'll answer any questions from patrons and help get them in the right lines and on their way into the festival.

Some greeters transition to "Adios" duties at the end of the night. In this role, you'll help direct fans on Barton Springs Road to the correct lines (shuttle bus, taxis, etc.). You'll get to direct patrons with a cool Star Wars-like saber (ok, it's a traffic flashlight but looks like a light saber).

More Role Details:



Must be able to quickly learn answers to typical questions and give out accurate directions. Your team lead will help prep you on-site. Some typical questions: Where's the box office? I've got my print pass, do I need to go to the box office? Where can I buy a ticket? What time do gates open? Can I take in this folding chair? Is there a special entrance for VIPs or patrons in a wheelchair? And so on. Reference materials (maps, etc.) will be provided to you.

#### **Program Distribution**

Programs are highly desirable (they have maps and band grids), so fans will welcome them.

Your role is to help make sure all our fans receive a free program. It's that simple. You'll be stationed inside the festival grounds near the entrance and hand out programs. Must be friendly, welcoming, and vocal ("Free programs here!"). Great spot for people-watching and interacting briefly with fans from around the country.

More Role Details: Must be enthusiastic and welcoming. Patrons are excited to get into the park and we want the lines to move quickly. Will assist replenishing boxes of programs from nearby booths, so some light lifting required.



### **Information / Lost & Found**

Your role is to help patrons by answering questions—from directing them to stages to finding the nearest bathroom. You are the face of the festival and must be friendly, enthusiastic and helpful.

Positions are in one of two booths near the entrances to the festival. Fun way to see the crowds come in, chat with fans, and help them along their way.

Info booths include lost and found; you'll keep a log of lost items and help identify and return items that have been turned in. The

fans will be so happy and grateful. This role rewards you with the great feeling you'll have when you reunite fans with their lost items!

Preparation: At the festival, you'll have maps, programs and signage for reference. But you have to be able to quickly answer basic questions, so pre-event you need to commit to the following:

- Visit the website [www.acffestival.com](http://www.acffestival.com) and read up on event music and non-music fun such as autograph signings, Austin Kiddie Limits, Rock & Recycle, etc.
- Study the Festival Map. Get very familiar with stage names and general directions (i.e., the main stage is at the East end of the park, the Access center is next to the Barton Springs entrance, etc.)

### **Backup**

The backup team is the "go to" crew, stationed in Volunteer HQ. Sometimes you might just sit around awaiting an assignment; sometimes you'll be constantly on the go assisting wherever needed throughout your shift. Bring a positive attitude, and a willingness to do just about anything—get lunch for team leads, fill in to buffer a team, make deliveries, etc. You're on a fun team: anything can happen!

More Role Details: Volunteer must enjoy doing multiple tasks and has to be responsible in completing assignments on time, with a positive attitude whatever the task at hand. Possible light lifting. Combo of booth work (awaiting assignment and/or filling in at the volunteer booth) and mobile position (deliveries, pickups, walking to assignment, etc.)

### **Volunteer HQ**

Volunteer HQ is the first stop for volunteers! You'll greet volunteers checking in for their shifts and facilitate the process of getting all paperwork signed, staff wristband distributed, etc. Other duties include volunteer t-shirt distribution, answering general questions, replenishing water, and keeping the HQ area clean and organized. The goal is to quickly get the volunteers checked in and on their way!

Also, since this area is located outside the festival gates, directly across from the Box Office, it is an informal information resource for the general public. Needless to say, you'll be busy!

More Role Details: Outgoing candidates who are friendly and welcoming to volunteers; must be detail oriented, professional and able to focus on the task at hand. Must exude a positive spirit to help welcome and motivate all volunteers.

### **Chair Check**

This booth is a huge service for our fans, who can check in their folding chairs, get a numbered ticket (like a coat check) and retrieve their chairs later. Fans really appreciate volunteers in this booth. Volunteers must be friendly, organized, and able to lift folding chairs.

## **ROCK & RECYCLE**

## Rock & Recycle Team



This team helps ensure festival patrons are aware of efforts to recycle and encourages patrons to participate. You'll work in one of four Rock & Recycle Centers or in mobile spots, handing out special bags for patrons to fill with designated recyclables. Patrons returning filled bags to a R&R Center will earn a free t-shirt AND, new this year, a chance to win a 2010 Honda Insight. This program was enormously successful last year and our fans helped keep the grounds virtually spotless.

Rock & Recycle volunteers also will help spread news about the Rock & Recycle program, answer general questions about the festival's greening initiatives, and direct fans to a new area dedicated to greening. In the booths, you'll be responsible for t-shirt management.

Positions are either in a booth or mobile (you'll work in a team of two walking the grounds) and for the mobile spots you'll carry a lollipop sign with the Rock & Recycle logo, so that so patrons can easily find you. The mobile volunteers will always have a bag handy to accept recyclables or hand to interested patrons for them to fill. Mobile team will also keep an eye out on the grounds to help identify areas that need attention (overflowing recycle bins, for example).

All R&R positions require volunteers who are friendly, helpful, and enthusiastic about the Rock & Recycle rewards program. **Special Perk:** R&R Volunteers wear a special collectible organic cotton R&R T-shirt!

More Role Details: We prefer volunteers who have demonstrated they are committed to the environment, who engage in eco-friendly volunteering activities throughout the year, are educators or students in environmental education, belong to an organization devoted to environmental causes etc.

***The Teams below have special requirements, please review them.***

## ACCESS PROGRAM

### Access Team

Your role is to help make sure all music lovers have access to the ACLMF experience. You'll be assigned to either or both the Access Center (near the Barton Springs Entrance) or to assigned spots in the field (at viewing platforms for those with mobility limitations). Must be courteous, friendly, and welcoming to our patrons with disabilities. Some duties include handing out maps with designated viewing platforms to patrons visiting the Access Center, welcoming patrons with disabilities to the viewing platform, issuing special Access wristbands, answering questions, etc.

**Required Qualifications:** Must have experience working with people with disabilities or is studying to be in this field or has graduated in this field.

## Austin Kiddie Limits



### **Kids Activities**

The festival is family-friendly and Austin Kiddie Limits is an area dedicated to our youngest fans. AKL volunteer team members help set up the area and assist with various activities as directed. It's a fun area that even includes a stage. You never know who might show up! Must be friendly, able to interact professionally with both parents and children, and enjoy working with children.

More Role Details: Must have proven experience interacting with children in a responsible role. Teachers or students specializing in childhood education are especially encouraged to apply.

### **Tag-A-Kid**

The festival is family-friendly and AKL is an area dedicated to our youngest fans. AKL volunteer team members help with the Tag-A-Kid program placing wristbands on youngsters (to help connect them with their parents in case they get lost) or assist with various kids' activities as needed, and answer general questions regarding the AKL area. Must be friendly, positive and able to interact professionally with both parents and children, and must enjoy working with children.

Required Qualifications: Must have proven experience interacting with children in a responsible role. Teachers or students specializing in childhood education are especially encouraged to apply.