

# VOLUNTEER FAQs

**Q: I missed the venue training sessions (and/or volunteer meeting). Can I still volunteer?**

**A:** While SIFF encourages you to attend all the training sessions at the venues you want to volunteer for, we understand if you are unable to attend each of them. If you do happen to miss a session please arrive a little early for your first shift and let them know it's your first time.

**Q: Where can I find descriptions about different volunteer positions?**

**A:** Information about our volunteer teams can be found in the Volunteer Compendium. You can also log into your Shiftboard account and click on "My Teams", to see a list of the teams you are a member of. Click on the team name to read about what that team's volunteer positions are. If you'd like to join more teams, click on "Find More > Add Teams".

**Q: Where can I get the Volunteer Compendium?**

**A:** If you did not receive a compendium at your training session it is available free at any SIFF venue and the SIFF Main Office.

**Q: When (and where) can I get my T-shirt & Badge?**

**A:** Once you have picked up some shifts, you are welcome to come to our offices (address below) to collect your t-shirt, badge and Volunteer Compendium. (You cannot use last year's, and you cannot get them at the venues!)

Office hours are:

Monday - Friday 9:30am - 7:00pm

Saturday and Sunday 12:00pm - 6:00pm

**Q: Can I use last year's badge?**

**A:** No, each year we update our badges with the current year's imagery.

**Q: Can't I just pick up my Badge & T-shirt at the venues?**

**A:** No, the badges are photo ID badges, and the venues do not have the capacity to take pictures, nor do they have the space to store the t-shirts. If you are volunteering in Renton or Everett, you will be able to get your badge and t-shirt at the Venue Training sessions.

**Q: How do I sign up for shifts?**

**A:** To sign up for a shift, log into your Shiftboard account and click on the <Calendar> link on the black Dashboard. Only shifts that have been scheduled by the Teams you have joined will show up on your calendar. If a shift is posted in red it means there are still some slots available. Clicking on the red team (abbreviated) name and a grey box will open on the right side of the calendar. This box has information such as location, time, and a brief description. If it is something you are interested in, click on <Take this Shift>.

**Q: What time should I show up for my shift?**

**A:** You should show up at the time listed for that position on your Shiftboard schedule. But it never hurts to get there a little early!

**Q: Why does my calendar only say "Unavailable"?**

**A:** All of the shifts available to the teams you are a member of have been taken. Join more teams to view more shifts.

**Q: Help! My calendar is blank!**

**A:** Click the "Remove Filter" icon in the upper right hand corner, just above the calendar.

**Q: Help! I don't see any shifts on the JobBoard!**

**A:** You should be looking at the Calendar, not the JobBoard.

**Q: Can I watch the film during my usher shift?**

**A:** No, there are many jobs that need your attention while the film is showing, such as ballot counting, ticket stub organizing, late seating, and general tidying up. After your shift, you will earn a volunteer voucher so that you can see a film at another time.

**Q: What are volunteer vouchers?**

**A:** For every two hours you volunteer, you will receive one volunteer voucher that you can exchange for a ticket (either on-line, or in person). Vouchers are redeemable for this year's Festival and SIFF Cinema year-round. You can also mail in 5 vouchers for a SIFF Enthusiast membership. You can download the form here: <https://www.shiftboard.com/siff/docs/4dcf1058539baead.doc>

**Q: How do I redeem my vouchers on-line?**

**A:** To redeem vouchers online, go to <http://www.siff.net/festival/index.aspx> to view the films. You will be prompted to enter the voucher code after you have selected all of your films and gone to "check out".

**Q: I can no longer make my shift. How do I cancel?**

**A:** Please only sign up for shifts you can commit to. If you have an unavoidable change of plans, you must un-confirm your shift on Shiftboard (so that another volunteer can pick it up) or you will be considered a no-show and removed from our roster. To cancel a shift, click on the <My Account> link on the black Dashboard. Follow the <My Schedule> link on the green Toolbox. All of your scheduled shifts will pop up. Click on the red <Unconfirm> to remove your name from the shift you're canceling. If you have signed up for more than one shift, you might have to click on <Show Details?> to open up all of the information. DO NOT E-MAIL the volunteer office saying you can't make your shift, log on to Shiftboard and cancel it yourself. You have 24-hrs before the start time of your shift to cancel.

**Q: I can't remember my password. How do I log-in?**

**A:** If you forgot your password, go to [www.shiftboard.com/siff](http://www.shiftboard.com/siff) and click on "forgot password/account" to send an account reminder to your email.

**Q: My friend wants to volunteer. Is it too late to join?**

**A:** It's never too late to volunteer with SIFF! We have year-round opportunities in addition to our very active volunteer time during Festival. Direct them to <https://www.shiftboard.com/siff/register.html> to register.

**Q: Can I earn community service hours while volunteering for SIFF?**

**A:** Yes, simply bring in your documents to the SIFF offices and the Volunteer Coordinator can complete and sign the forms.

**Q: Can I work only part of my hours for my scheduled shift(s)?**

**A:** We expect our volunteers to stay for the full length of their shift so that we can ensure all areas will be covered. If you will be late/cannot stay for your full shift, try looking at the Shiftboard calendar for another shift that better suits your hours.

**Q: Where do you most need my help?**

**A:** We sometimes have a hard time filling Usher shifts that are posted for the last few days of Festival, and the late night shifts under the Special Events team. Because we know that these are harder to fill, we offer double, sometimes triple (!) vouchers for your time. You can also join our On-Call Usher Teams (arranged by neighborhood) to be available should there be an unusual amount of no-shows at the Venues.

**Q: Is there free parking for volunteers?**

**A:** Although we greatly appreciate our fabulous volunteers, we are not able to provide free parking. There are, however, a number of buses that drop you off right in front of/near a SIFF venue. These are listed on the last page of our Volunteer Compendium.