



**50<sup>TH</sup> SEATTLE INTERNATIONAL  
FILM FESTIVAL** MAY 9-19

# VOLUNTEER GUIDE



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## CONTACT

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# WELCOME TO SIFF

## Dear Friends,

We are thrilled to have you join us in hosting the 50th Annual Seattle International Film Festival—we have missed you all! We are about to embark on an amazing adventure in film: 11 days, 8 Seattle-area venues, ~150 feature films and short film programs from around the world, in-person from May 9–19, with select films streaming on our SIFF Channel May 20–27.

You make all this possible. On behalf of the entire SIFF team—Board, staff, filmmakers, festival guests, and patrons—we want to thank you for being such an important part of our work and helping bring incredible international and independent films to the Seattle audiences.

As a volunteer, you serve on the “front lines” of SIFF—for so many of our attendees, you will be the face of the Festival. We want to do all we can to make sure you feel prepared and well informed, and this guide serves as an important part of your toolkit. Please take some time to read over it, and feel free to ask questions. Your team lead, direct supervisor, or our Volunteer Manager are great resources for getting your questions answered.

We are excited for this year’s hybrid Festival—with screenings both in-person (May 9–19) and virtually (May 20–27), allowing us to engage audiences around the country in our work. Through this year’s Festival we hope to grow appreciation for film, bring community together, and create a greater awareness of what it means for us all to live in the world today.

We welcome your comments and suggestions. With your experience working directly with our patrons and guests, you are in the best position to provide insights and suggestions to help us to continue to improve the experience for everyone.

Whether this is your first year or tenth as a volunteer, whether you give us a few hours or several of your precious time this Festival season, we do hope it’s enjoyable, and that you return year after year!

With deep appreciation and thanks,

**Tom Mara**

*Executive Director*

[tom@siff.net](mailto:tom@siff.net)



## SIFF: OUR MISSION

SIFF’s mission is to create experiences that bring people together to discover extraordinary films from around the world. It is through the art of cinema that we foster a community that is more informed, aware, and alive.

## EQUITY VALUES

SIFF believes that valuing and promoting diversity is vital to our mission. We are dedicated to improving racial equity within our organization and our community. SIFF uses our unique position to share diverse perspectives in visual storytelling while empowering new voices to share their own stories and promoting accessibility for all people. We strive to foster diversity in all facets of our organization, from board to volunteer, from artist to audience, and beyond.

## WELCOME STATEMENT

SIFF is committed to being an anti-racist and anti-oppression organization. We strive to provide an environment that encourages inclusive experiences for all our audiences, volunteers, artists, staff, and greater community. To create inclusivity and belonging, SIFF expects everyone participating in our events to uphold and embrace this commitment.

# VOLUNTEERING

## VOLUNTEER OPPORTUNITIES

The Seattle International Film Festival offers a variety of volunteer opportunities with a flexible time commitment, shifts times of 4-6 hours, and a buildable schedule that you choose. Festival volunteer teams fall into five main categories:

**Venue Crew:** Be the face of the festival and create a welcoming experience for guests. Roles include ushering, ticket scanning, line management, and distributing ballots. If you are looking for a more specialized role in a theater, you can apply to be a *House Coordinator*!

**Ballot Counters/Universal:** Great for detail oriented volunteers! Duties include organizing and inventorying ballots, tallying up votes, and inputting write-in voting results. This team also helps with one off tasks that help the Festival keep going.

**Special Events:** This team provides front-of-house service for events, including set-up and teardown, guest check-in, bartending, and serving/bussing. If you are looking for a more specialized role with events, we have a dedicated volunteer "A-Team" who commits to 20+ hours of service.

**Guest Relations:** Provides interpreter, concierge, and transport for our filmmakers, press, and other guests.

**Street Team:** Handles promotions and outreach. This essential team spreads the word and distributes materials to increase visibility for the festival.

## VOLUNTEER GIFT MATCHING

Many companies offer monetary contributions to registered 501(c)(3) non-profit organizations where their employees volunteer. These employer contributions are known by a few different names including volunteer grant programs, employee gift matching, and dollars for doers. Ask your human resources department if your employer offers a volunteer matching program. SIFF is a registered 501(c)(3) non-profit organization, tax ID 91-1489660





# REGISTERING

If you are a new SIFF Volunteer, please register with **Shiftboard**, our online scheduler where we communicate with our volunteers. If you have previously volunteered with us, please re-register, and complete the Volunteer COVID-19 Report to reinstate your account.

## REGISTERING WITH SHIFTBOARD

1. Go to [shiftboard.com/siff](https://shiftboard.com/siff)
2. Complete the Volunteer Application
3. Complete the **Volunteer Orientation** training on SIFF's eLearning Site.
4. Submit proof of COVID-19 vaccination on the training site, or by emailing a copy of your records to [volunteers@siff.net](mailto:volunteers@siff.net).
5. Receive your Shiftboard welcome letter and temporary password.
6. Sign in and follow the prompts.

## VOLUNTEER TEAMS

Volunteer shifts are assigned to specific teams on Shiftboard, and you can sign up for available shifts assigned to your teams.

### Assigned Teams

To view your assigned teams, select the **Teams** tab on your dashboard and select the **Worker** tab. New volunteers are automatically added to four teams: Venue Crew, Universal Volunteers, Special Events: Production, and Street Team: Promotions.

### Joining Additional Teams

From the **Teams** tab, select **Join**. Click on a specific team to learn more about the volunteer roles within this team. Depending on the team requirements, you'll either be automatically added as a member, or the Team Manager will need to approve your request.

## SCHEDULING SHIFTS

Select the **Schedules** tab on your dashboard.

1. Select an available shift to review the time, location, and shift description.
2. Select the blue **Take Shift** button on the right. Confirm your selection.
3. You will receive a confirmation email and be able to view the assigned green shift confirmed on your schedule.

## SHIFTBOARD SUPPORT

If you need help with Shiftboard, contact the Volunteer Program Manager at [volunteers@siff.net](mailto:volunteers@siff.net) or 206.315.0686. You may also visit [support.shiftboard.com/L/en](https://support.shiftboard.com/L/en)

## CANCELLING SHIFTS

Cancel the shift as soon as you know you cannot work it, allowing time to find a replacement.

1. Select the shift you need to cancel from your schedules tab.
2. Select the gray **Unassign** button from the menu on the right.
3. Confirm your selection to remove the shift from your schedule.

# POLICIES & PROCEDURES

See our [Volunteer FAQ Page](#) for additional information.

## CANCELLATION POLICY

### Cancellations

Volunteers unable to make their shift will need to unassign their shift via Shiftboard as soon as they know they cannot work it. Each department has a cut-off time for online cancellations, anywhere from five days prior to 24 hours before the shift start time. In the event of an unforeseen circumstance, contact the Volunteer Manager as soon as possible. Email [volunteers@siff.net](mailto:volunteers@siff.net) or call 206.315.0686. Failure to do so will result in immediate cancellation of any future shifts. *SEE NO-SHOWS.*

### Calling Out

If Unassign is not a selectable option in the shift details, then it is too close to the start time of the shift, and the shift cannot be canceled online. PROMPTLY email [volunteers@siff.net](mailto:volunteers@siff.net) to cancel it indicating "Shift Cancellation" in the subject line. Provide the date, time, and location of the shift.

### No-Shows

If you fail to let us know you can't make your assigned shift, you will be considered a no-show. When a no-show is reported, your Shiftboard account will be placed on hold, and any future shifts you have scheduled will be unassigned. Your return to work will be at the discretion of the Volunteer Program Manager.

## REPORTING FOR YOUR SHIFT

### Check-In

Please arrive at your assigned volunteer location with enough time to be ready at the start of your assigned shift. You will likely be relieving another volunteer, so your punctuality is appreciated. Ensure to check in with your shift lead when you arrive. If you will be delayed, you must notify the Volunteer Program Manager at 206.315.0686 as soon as possible.

### Dress Code

Festival volunteers are expected to report to all shifts bearing a neat appearance, 2024 SIFF Volunteer T-shirt (unless otherwise instructed, i.e., black dress attire) and volunteer badge. Volunteers are expected to wear their volunteer badges at all times, while on shift. Please wear comfortable shoes, as many positions require standing for long periods. Please review your shift details for specific guidance around attire.

### Alcohol, Tobacco, and Drug Use

Volunteers are strictly prohibited from possessing, selling, consuming, or being under the influence of alcohol or illegal drugs (and legal drugs that are not used in a manner consistent with accepted frequency or dosage requirements) while on the job. SIFF is a tobacco-free environment. Please do not consume tobacco in the presence of guests, or while wearing SIFF volunteer gear.



### Customer Service

Whether you are working in a venue, passing hors d'oeuvres, or helping with other SIFF departments, you represent the Seattle International Film Festival. It is important to be pleasant and accommodating. We work to give patrons a positive and enjoyable experience, and as a volunteer, your goal is to make our guests feel welcome. If you find yourself unsure on how to aid a patron, politely refer them to the nearest SIFF staff member. If no staff members are available, assist the patron as best you can. If their question needs follow-up, take down their contact information and question, and pass it along to a SIFF staff member.

### Media

The Artistic Director and Executive Director or their designees are the sole spokespersons for SIFF. All press inquiries should be directed towards a member of staff who will relay them to the Press Team.

### Confidentiality

The nature of services provided by SIFF requires that information be handled in a private, confidential manner. Information about our business, our employees, or clients — including, but not limited to, film sources and contacts, guest attendance and itinerary information. Festival sales numbers will not be released to people or agencies outside the company without SIFF's written consent. The only exceptions to this policy will be to follow legal or regulatory guidelines. Employees and volunteers are expected to keep such information confidential and not disclose such information to any third party without prior authorization from their supervisor.

### Guest Confidentiality Policy

Forward all guest-related questions (who will be attending, etc.) to Press and Public Relations in the Marketing and Communications Department by emailing [press@siff.net](mailto:press@siff.net). Be always pleasant and respectful of guests' privacy, including events. **DO NOT APPROACH GUESTS FOR AUTOGRAPHS OR PHOTOGRAPHS, OR TO DISCUSS PERSONAL PROJECTS.** Approaching guests shall be grounds for dismissal.

### Anti-Harassment Policy

SIFF is dedicated to providing a harassment-free experience for EVERYONE, regardless of gender, gender identity & expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. SIFF does not tolerate harassment in any form, including at any of our online events or in chat rooms or forums. Harassment includes but is not limited to:

- Offensive comments related to gender, gender identity & expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion
- Sexual images in public spaces
- Deliberate intimidation, stalking, following, harassing, unwelcomed photography, or recording
- Sustained disruption of programs
- Inappropriate physical contact
- Unwelcome sexual attention

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact SIFF staff IMMEDIATELY or contact [harassment@siff.net](mailto:harassment@siff.net).

### Personal Belongings

Please pack light as there may not be space to store items at your shift location. The Festival will not be responsible for any lost or damaged personal items.

### Cell Phones and Personal Devices

Cell phones and other devices are not permitted to be used during your volunteer shift. If you need to make or take a call, please discuss with your volunteer coordinator.



### Meals

While we occasionally provide treats, SIFF does not provide volunteer shift meals. You are encouraged to eat before your shift. Eating is only permitted in designated areas, during your scheduled breaks.

### Breaks

Breaks based on the length of your shift and must be planned with your onsite coordinator.

### Film Viewing

We encourage volunteers to take advantage of their vouchers and see as many films as possible! Volunteers are not permitted to attend screenings during their scheduled shifts.

### Accessibility Accommodations

SIFF is happy to support volunteers to have the accessibility accommodations they need to succeed in their role. Contact us at [volunteers@siff.net](mailto:volunteers@siff.net) to start the conversation.

## COVID-19 VOLUNTEER POLICY

### Vaccine Requirement

SIFF requires its volunteers to be fully vaccinated against COVID-19. Proof of vaccination must be submitted before you will be authorized to sign up for any shifts on Shiftboard. You may upload record to SIFF's eLearning Site or email a copy to [volunteers@siff.net](mailto:volunteers@siff.net)





# BENEFITS & APPRECIATION

## VOLUNTEER MOVIE VOUCHERS

As a volunteer benefit, SIFF volunteers receive vouchers that are redeemable for Festival and SIFF Cinema tickets and SIFF membership. For every two hours of service, a volunteer receives one voucher. Hourly credits are rounded on the odd hour

### FILM VOUCHER TIME CONVERSION

1 hour → 2 hrs 59 mins = **1 voucher**

3 hours → 4 hrs 59 mins = **2 vouchers**

5 hours → 6 hrs 59 mins = **3 vouchers**

7 hours → 8 hrs 59 mins = **4 vouchers**

9 hours → 10 hrs 59 mins = **5 vouchers**

## REDEEMING VOUCHERS

Volunteer vouchers are redeemable for regularly-priced Festival and SIFF Cinema tickets. You'll receive your vouchers at the end of your shift when you check out with your House Coordinator. We are unable to replace lost vouchers so treat them like cash. You can present your volunteer vouchers at the Box Office in exchange for Festival tickets or redeem them online.

**Please note**, after the Festival vouchers are not redeemable online and can ONLY be redeemed in-person at the box office. If a screening is on "Standby" (advanced tickets are no longer available), you may wait in the Standby Line and use your voucher for payment should space become available.

### TO REDEEM VOUCHERS ONLINE:

- Go to [siff.net](http://siff.net) or [goevent.com/SIFF/e/Search](http://goevent.com/SIFF/e/Search), choose your film and showtime.
- Enter the number of tickets you want to purchase and add to cart, using the Festival Volunteer Voucher ticket type.
- Select cart and continue to Checkout.
- Log in with your Elevent email and password, or create an account if you have not made a purchase before.
- At Checkout, enter the 14-digit ticket voucher code in the Extras box. Select apply. Once the voucher is applied, you should see it deducted from the Grand Total in the Order Summary. If there is any remaining balance to be paid, it will be noted in the Grand Total.
- Confirm the amount, enter card information, then select Complete Purchase.
- Your ticket will be sent as a PDF attached to your confirmation email. Tickets can be printed at home or scanned off your mobile device. Each screening has a limited allotment of tickets that may be redeemed with volunteer vouchers. Once the volunteer allotment is reached for a screening, you will need to purchase a ticket to attend.

### VOUCHERS TO MEMBERSHIP

Volunteers can exchange 6 non-expired vouchers for a SIFF Membership, which provides discounts on tickets, free popcorn, reciprocal benefits at partnering businesses, access to member-only events and more. Complete this web form to redeem.

### VOUCHERS FOR PASS REDEMPTION

Volunteers may redeem 20 non-expired festival vouchers for a 1-year SIFF Cinema Pass (valued at \$300, subject to availability). The SIFF Cinema Pass allows access to regularly priced SIFF screenings at the SIFF Film Center and SIFF Cinema Egyptian. Vouchers can be exchanged for a SIFF Cinema Pass in-person at the SIFF Film Center during business hours.

### VOLUNTEER SCREENINGS

Volunteers will be invited to exclusive Volunteer Screenings of SIFF-curated films throughout the year, and may also receive invites to screenings held by partnering agencies.

### VOLUNTEER ACKNOWLEDGMENTS

The SIFF 2024 VOLUNTEER APPRECIATION EVENT is scheduled for **May 22, 2024**. At this event, SIFF staff gathers to celebrate volunteers with a screening of a 2024 SIFF selection chosen by SIFF Artistic Director Beth Barrett.

### VOLUNTEER AWARDS

Presented at the Volunteer Appreciation Event for outstanding service to SIFF:

- **Eric Sorlien Award** is given in recognition of excellent service exceeding all expectations for the Festival.
- **Mark Morey Hours of Service Award** is presented to the volunteer who contributes the greatest number of hours to the Festival.
- **SIFF Shout-Outs** are public declarations of personal praise from Festival team leaders.

### TERMS & CONDITIONS

Volunteers will be invited to exclusive Volunteer Screenings of SIFF-curated films throughout the year, and may also receive invites to screenings held by partnering agencies.

- Eligibility towards these incentives only for hours worked during the 2024 Festival season (April – May)
- Applies to all festival volunteer teams (i.e., special events, guest relations, venue crew, street teams)
- Must be a registered SIFF volunteer in good standing
- Shifts must be confirmed on Shiftboard





# GETTING THERE

The festival will bring increased traffic to the surrounding areas, and public transit is encouraged. Please view parking resources after this table.

Additional Transit info: [triplanner.kingcounty.gov](http://triplanner.kingcounty.gov)

## PARKING RESOURCE

If you do decide to drive, please be advised that SIFF does not reimburse parking expenses.

- Parkopedia, map of lots, street parking, and private garages: [parkopedia.com/parking/seattle](http://parkopedia.com/parking/seattle)
- Seattle Department of Transportation, general parking info: [seattle.gov/transportation/parking](http://seattle.gov/transportation/parking)
- Spothero, reservable lot parking: [spothero.com/parking](http://spothero.com/parking)
- Parkme, reservable lot parking: [parkme.com/seattle-parking](http://parkme.com/seattle-parking)

**Paramount Theater** · 911 Pine St

Major transit hub (multiple routes in 3 block radius) / Westlake Light Rail Station

**MOHAI** · 806 Terry Avenue N

40 / 70 / C Line / South Lake Union Streetcar

**AMC Pacific Place 11** · 600 Pine St, 4th Floor

Major transit hub (multiple routes in 3 block radius) / Westlake Light Rail Station / SLU Streetcar / Monorail

**Shoreline Community College Theater** · 16101 Greenwood Ave N

5 / 330 / 331 / 35 / 355 ([shoreline.edu/map](http://shoreline.edu/map) for more information)

**Majestic Bay Theatres** · 2044 NW Market St

17 / 40 / 44 / 994 / D Line

**SIFF Cinema Egyptian** · 805 E Pine St

2 / 8 / 9 / 10 / 11 / 43 / 49 / 60 / Capitol Hill Light Rail Station / First Hill Streetcar

**SIFF Cinema Uptown & SIFF Lounge** · 511 Queen Anne Ave N

1 / 2 / 8 / 13 / 29 / 32 / D Line

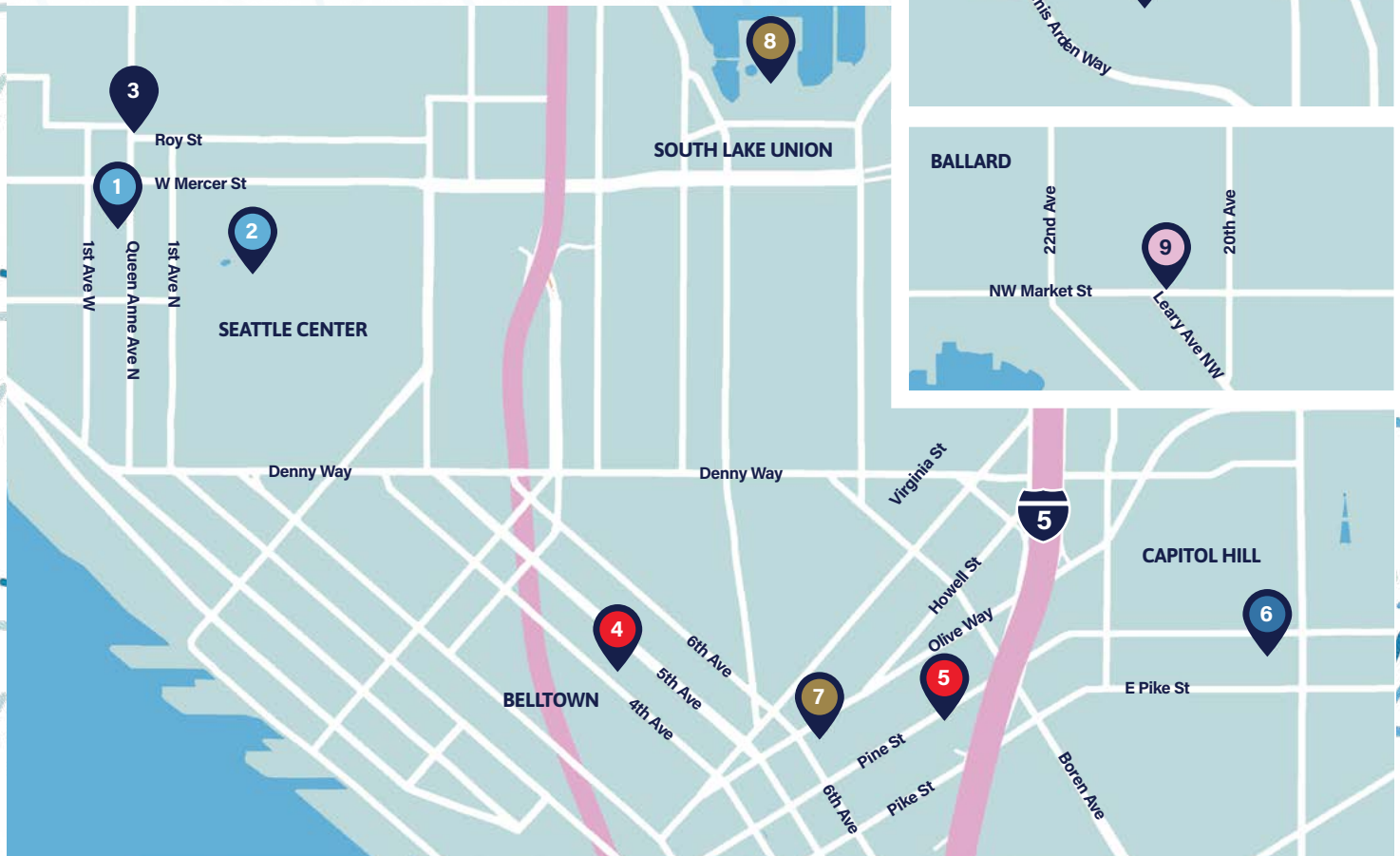
**SIFF Film Center** · 167 Republican St (Seattle Center)

1 / 2 / 3 / 4 / 8 / 13 / D Line / Monorail

**SIFF Cinema Downtown** · 2100 4th Ave

1 / 2 / 3 / 4 / 5 / 13 / 14 / 17 / 21 / 24 / 28 / 33 / 40 / 62 / 124 / 131 / 132 / 994 / C Line / D Line / E Line / H Line / Westlake Light Rail Station / Monorail

# VENUE MAPS



**1 SIFF CINEMA UPTOWN**  
511 Queen Anne Ave N  
206.464.5830

**2 SIFF FILM CENTER**  
167 Republican Street  
206.464.5830

**3 SIFF LOUNGE**  
**PRESENTED BY DELTA AIRLINES**  
627 Queen Anne Ave N  
Open daily during Festival  
for filmmakers, sponsors,  
passholders, and industry  
professionals.

**4 SIFF CINEMA DOWNTOWN**  
2100 4th Ave  
206.464.5830

**5 AMC PACIFIC PLACE 11**  
600 Pine St, 4th Floor  
206.652.8908

**6 SIFF CINEMA EGYPTIAN**  
805 E Pine St  
206.464.5830

**7 PARAMOUNT THEATRE**  
**OPENING NIGHT**  
911 Pine St  
206.682.1414

**8 MUSEUM OF HISTORY & INDUSTRY (MOHAI)**  
**CLOSING NIGHT PARTY**  
860 Terry Ave N  
206.324.1126

**9 MAJESTIC BAY THEATRES**  
2044 NW Market St  
206.781.2229

**10 SHORELINE COMMUNITY COLLEGE THEATER**  
1601 Greenwood Ave N  
206.546.4101

## STAY CONNECTED

For schedule changes, daily updates, announcements, and more, sign up for SIFF's

[f](#) [@siffnews](#) [siffnews](#) [letterboxd.com/siff](#)

## FEST MERCH

Shop early at [siffshop.net](http://siffshop.net) or pick up your SIFFTY swag at SIFF Cinema Downtown, the SIFF Film Center, and the SIFF Lounge.