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SEATTLE
INTERNATIONAL
FESTIVAL
FILM
FESTIVAL

2017
VOLUNTEER
COMPENDIUM

THANKS TO OUR VOLUNTEER PROGRAM SPONSORS



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DEAR FRIENDS,

We are thrilled to have you join us in hosting the 43rd Annual Seattle International Film Festival. We are about to embark on 25 days featuring about 400 films from 80 countries at 16 venues around the city, including our new SIFF Lounge Presented by Vulcan Productions at The Pan Pacific Hotel and New Works-In-Progress Filmmaker Forums.

You make this feat 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 the largest film festival in the US to fruition.

In 2016, SIFF volunteers invested nearly 22,000 hours supporting more than 225,000 attendees, at over 5600 events, screenings and festivals. Your commitment to SIFF's work in our community makes what we do every day possible.

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 always feel free to ask questions. Your team lead, direct supervisor, or our Volunteer Manager are great resources for getting your questions answered.

We are especially excited for this year's Festival, as it is the first for us at the helm. We have several new programs, such as the SIFF Lounge and our Works-In-Progress program, alongside old favorite likes the Secret Festival, and the Red Carpet Experience on Opening Night. Events like RUMBLE: the Indians Who Rocked the World, round out our programming along with Virtual Reality demonstrations and lectures. 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 recommendations to help us to continue to improve the experience for everyone.

Thank you again. Whether this is your first year or tenth as a volunteer, whether you give us a few hours or several hundred hours 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,



Sarah Wilke
EXECUTIVE DIRECTOR
sarah.wilke@siff.net



Beth Barret
INTERIM ARTISTIC DIRECTOR
beth@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.

SIFF: A Destination for Diverse Film Experiences

SIFF has been bringing great film experiences to the Northwest for over 40 years. Our year-round programming is three-fold: Cinema, Education, and Festival.

SIFF Cinema presents year-round film-going experiences, including the best feature films and one-of-a-kind special events to reach more than 120,000 attendees annually at SIFF Film Center, SIFF Cinema Egyptian, and SIFF Cinema Uptown.

SIFF Education is the umbrella program for Catalyst (programs for filmmakers), Future Wave (programs for youth and educators), and Films4All (cinema education for everyone). The vision of SIFF Education is to build capacity in the local community and support lifelong learning and creativity for all.

The Seattle International Film Festival is the largest, most highly attended film festival in the United States with more than 150,000 attendees each year. The 25 day event is recognized as one of the top film festivals in North America presenting as many as 450 features, shorts, and documentaries from 90 countries annually.

SIFF DEPARTMENTS

PROGRAMMING The Programming department curates all of the films in the Festival, and year-round for SIFF Cinema. Film programming is the center of what we do during Festival, or why we are all here. Programming can answer questions about the films, the Festival structure, or how to find information about a film.

DEVELOPMENT Development procures and coordinates sponsorships, and is responsible for fulfilling the benefits to our sponsors for their generous support. This includes logo placement, advertising, ticketing, gift bag donations, etc.

PHILANTHROPY SIFF has over 9,000 individuals who contribute to the organization on a yearly basis. This department oversees all communication with members and donors, and oversees the monthly member preview screenings

MARKETING AND COMMUNICATIONS The Marketing and Communications Department manages all efforts geared to promoting SIFF. These include: marketing, advertising, publications and print collateral, website, social media, promotions, community outreach, publicity, media relations, press and public relations.

GUEST RELATIONS Guest Relations coordinates all of the Festival-attending details for the Festival's visiting delegates, including invitations, travel, and transportation.

SPECIAL EVENTS SIFF hosts close to 100 special events year-round. Nearly half of them are held during the Festival. These range from small filmmaker dinners to large-scale galas with upwards of 3,000 guests in attendance.

OPS Operations supports all Festival venues by overseeing theater operations, box office, and production, while also liaising with the Festival at large to ensure positive experiences for staff, volunteers, and patrons.

PRINT TRAFFIC Print Traffic is responsible for the coordination of shipping film prints to and from SIFF and its various venues in a timely and cost-efficient manner.

EDUCATION SIFF Education offers a wide range of programs for youth and adults from digital cinema production trainings to professional development opportunities for filmmakers. The goal is to engage the audience in a more meaningful way with film, and to build a community of film lovers and filmmakers who define and develop, through cinema, their own unique artistic voices.

VOLUNTEER DEPARTMENT The Volunteer Department is responsible for all volunteer recruitment, orientation, and retention. We are here to help you and make sure you have a great Festival volunteering experience. Thanks again for being a part of SIFF! Please feel free to contact us with ANY questions, concerns, or feedback.

SIFF FILM CENTER

Seattle Center Campus
305 Harrison, Seattle, WA 98109
Monday-Friday 9 AM-5 PM
volunteers@siff.net
T 206.464.5830
F 206.264.7919
www.siff.net

FESTIVAL BOX OFFICE

SIFF Cinema Egyptian

805 E Pine Street
Seattle, WA 98122

MAY 4 - 17:
During Egyptian
Operating Hours

MAY 18 - JUNE 11:
One Hour Prior to the
First Screening of the
Day at Each Festival
Venue

SIFF Cinema Uptown

511 Queen Anne Ave N
Seattle, WA 98109

MAY 4 - 17:
During Uptown
Operating Hours

MAY 18 - JUNE 11:
One Hour Prior to the
First Screening of the
Day at Each Festival
Venue

SIFF Film Center

305 Harrison Street
Seattle, WA 98109

MAY 4 - JUNE 11:
10AM - 7PM

boxoffice@siff.net

Purchase tickets online:
www.siff.net

EMPLOYER VOLUNTEER MATCHING

SIFF is a registered 501(c)(3) non-profit organization, tax ID 91-1489660 and is eligible for many employers' volunteer hour matching programs.

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. All turn your volunteer hours with SIFF into dollars for SIFF.

Does your employer match your volunteer hours with SIFF? For information on employer volunteer hour matching, visit your Human Resources department or login to your workplace intranet.

For a list of businesses with volunteer hour matching programs, visit www.siff.net/volunteer

VOLUNTEERING WITH SIFF

If you are a new SIFF Volunteer, please register with Shiftboard, our online scheduler and how we communicate with our volunteers. If you have previously volunteered with us and already have a SIFF Shiftboard account, you do not need to re-register. To volunteer with SIFF:

1. Go to www.shiftboard.com/siff.
2. Complete SIFF Volunteer Application.
3. Receive Welcome Letter and temporary password (Check your bulk/spam/junk folder!).
4. Go to Shiftboard 101.

SHIFTBOARD 101

PASSWORD

Change the temporary password to your own password. Locate the dropdown menu under your name then click the <My Account>. Select <Change Password>.

TEAMS

Check out your Teams. Click on the <Teams> tab and then the <My Teams> link to see that you already have membership to four teams: Venue Crew, Universal Volunteers, Special Events Production, and Street Team – Promotions.

To see more Teams, click the <Teams> tab and then the <To Join> link. Click on a Team. Read about it. If it interests you, and it's an Automatic Access team, click the <Add me now!> link. If it's a Manager Authorized team, click <Send Request/Get Info> to ask to be added.

SCHEDULING SHIFTS

1. Click the <Calendar> tab.
2. Click an available shift for the time, location, and a brief description. Read the details in their entirety.
3. Click <Take This Shift>.
4. See the assigned green shift confirmed on your calendar.

Only the shifts that have been scheduled for your Teams will show up on your calendar. Shifts are filled on a first come, first served basis. Only available shifts will appear on your calendar. Once filled the shift no longer shows up.

SHIFTBOARD ASSISTANCE

If you need help with Shiftboard, email volunteers@siff.net, or call 206.464.5830.

CANCELLATION POLICY

Our dependable volunteers show up on time for their shifts and play an important role in the smooth operation of the Festival. We ask you to commit to shifts you have confirmed on your Shiftboard calendar. If an unavoidable conflict arises during a time you are scheduled to work, and you must cancel a shift, **unconfirm it in Shiftboard** making it available for another volunteer.

Cancel the shift as soon as you know you cannot work it. Cancelling the shift ahead of time allows us time to find a replacement.

CANCELLING SHIFTS

1. Click the <Calendar> tab.
2. Click the confirmed green shift for the shift details.
3. Click the red <unconfirm>.
4. Click <Yes, Unconfirm>.

If an <unconfirm> link does not display in the shift details, it is too close to the start time of the shift. The shift cannot be cancelled online.

1. PROMPTLY email volunteers@siff.net to cancel it indicating SHIFT CANCELLATION in the subject line.
2. 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. We appreciate the time you dedicate to SIFF, AND we take reports of no-shows very seriously. We place your SIFF Shiftboard account on hold after a no-show has been registered with the Volunteer Office. Any future shifts you have scheduled will be cancelled, and you will not be allowed to sign up for any other shifts until further notice.

CUSTOMER SERVICE

When asked about a specific show or about the Festival in general, answer to the best of your ability. We have included venue information in this handbook -- please familiarize yourself with it. If you cannot answer a question, politely state that you don't have an answer and refer the patron

to the nearest SIFF staff member. If a staff member is not available, assist the patron as best you can. You may want to get their contact information, write down their question, and pass it along to a SIFF staff member.

Whether you are working in a venue, serving at a Gala, or helping out with other SIFF departments, collectively, you represent the Seattle International Film Festival. It is important to be pleasant and accommodating. Please remember that you are representing not only yourself but ALL of the volunteers at SIFF! We work to give patrons a positive and enjoyable experience, and as a volunteer your goal is to make our patrons feel comfortable. As a result, our patrons share their positive experience with others, bringing in new people every year to keep our Festival going strong.

SIFF CODE OF CONDUCT

DRESS CODE In an effort to bring cohesiveness and an air of professionalism to our SIFF Volunteer Corps, we require all of our volunteers adhere to our dress code of a 2017 SIFF-issued Volunteer T-shirt (unless otherwise instructed, i.e., black dress attire) and a 2017 volunteer badge. Volunteers must wear and display their 2017 volunteer badges in order to work. We also insist that you arrive for your shift bearing a neat and tidy appearance, i.e., well-groomed and wearing clean clothing.

SHIFT CANCELLATION Volunteers unable to make their shift will unconfirm the 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 just the day before. The majority of Festival shifts require cancelling at least **24-hours** before the shift start time. In the event of an emergency or unforeseen circumstance, volunteers will contact the Volunteer Manager as soon as possible. Email volunteers@siff.net; call 206.464.5830. Failure to do so will result in immediate removal from the SIFF Volunteer Corps. SEE NO-SHOWS.

CUSTOMER SERVICE All of our staff and volunteers are required to display polite and courteous behavior to one another, our patrons and the general public at all times, and to possess the ability to give informative answers to questions. Unacceptable behavior, language or a disrespectful attitude to any person will NOT be tolerated, and will result in immediate removal from the SIFF Volunteer Corps.

MEDIA The Artistic Director and Executive Director or their designees are the sole spokespersons for SIFF. Volunteers may speak with authority to the extent defined by their job assignment. Volunteers may speak only within the boundaries specifically allowed by their current assignment. In all other circumstances, volunteers will make it clear that they speak solely for themselves as individuals.

ALCOHOL AND DRUG USE Employees and 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.

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, funding sources and contacts, film industry contacts, etc., 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 POLICY By no means should any employee or volunteer release ANY information on or about any Festival guests. Forward all guest-related questions (who will be attending, etc.) to Press and Public Relations in the Marketing and Communications Department. Be pleasant and respectful of guests' privacy at all times, including events. **DO NOT APPROACH GUESTS ABOUT PERSONAL PROJECTS. DO NOT APPROACH GUESTS FOR AUTOGRAPHS OR PHOTOGRAPHS.** Approaching guests shall be grounds for dismissal.

FILM VIEWING Volunteers receive vouchers that are redeemable for Festival film tickets. We encourage our volunteers to take advantage of their vouchers and see as many films as possible. However, if you are hoping to see a film that is screening at the same time as one of your confirmed shifts, don't count on seeing it. We need our volunteers for the ENTIRE duration of their shift. Our recommendation -- don't sign up for the shift. Films screen two or more times during the Festival, so plan accordingly to likely catch all of the films you want to see!

SIFF'S POLICY AGAINST HARASSMENT SIFF does not tolerate harassment of any employee or volunteer by fellow employees, volunteers, or supervisors on account of an employee's sex, race, national origin, religion, physical ability, sexual preference, or any other protected status.

SIFF does not tolerate any employee or volunteer sexually harassing another employee or volunteer by making submission to or rejection of such conduct the basis for employment decisions concerning the employee or volunteer, or by unreasonably interfering with an employee or volunteer's work performance, or by creating an intimidating, hostile, or otherwise offensive work environment by such conduct.

SIFF does not condone and will not permit such harassment of employees or volunteers. In particular, SIFF will not tolerate the making of unwanted sexual advances to any employee or volunteer; unwelcome physical, verbal, or visual behavior that is sexual in nature; or the making of remarks or jokes known to be offensive to any employee or volunteer because of his/her/their sex, age, race, national origin, religion, physical ability, or sexual preference. If an employee or volunteer believes he/she/they has/have been treated in violation of this policy, he/she/they should immediately report the matter to a SIFF staff member or shift supervisor. You may also contact the Volunteer Department. SIFF staff will promptly conduct an investigation of all complaints or violations of this policy in as discreet a manner as possible.

SMOKING SIFF is a non-smoking environment.

WHAT TO WEAR AND BRING

VOLUNTEER BADGE All volunteers will pick up a 2017 SIFF photo identification badge prior to their first shift. Please WEAR YOUR 2017 BADGE AT ALL TIMES while on duty, as it identifies you as a 2017 Festival volunteer to our patrons. Volunteers without a 2017 badge shall not work at the Festival. Please keep your badge. It is the only one you will receive. Badges are non-transferable. You must pick up your badge at the SIFF Film Center before you report to your first shift.

Your badge does not allow you access to films or parties. It is used only to identify you as a volunteer (please see our Volunteer Appreciation section about seeing films at the Festival).

DRESS CODE AND PROFESSIONAL APPEARANCE Please remember that as a SIFF volunteer, you are the face of the Festival! This means that appropriate personal hygiene and attire are important. We encourage our volunteers to dress in a professional manner. All volunteers must wear their volunteer badge and t-shirt while on duty. Some volunteer roles require a dress code of black pants/skirt and white or black top. If you'll be working outdoors, remember to bring sunscreen and if you're working all day, don't forget to dress in layers.

PERSONAL BELONGINGS Please remember that once you arrive to work there may not be a place to store your personal items. Please avoid bringing more than you need for your shift. The Festival will not be responsible for any items that go missing. **Turn off all cell phones and devices, and refrain from using them during your shift.**

FOOD SIFF does not provide meals during your shift. Please plan accordingly. You must make sure you have permission from your Team Manager before leaving to get a snack during a break. We strongly encourage you to eat before working.

VOLUNTEER APPRECIATION

VOLUNTEER EXCLUSIVE SCREENINGS

Volunteers receive invitations to SIFF curated films with complementary pop and popcorn (October, February, June).

RANDOM ACTS OF APPRECIATION

Volunteers receive Starbucks gift cards out of the blue.

VOLUNTEER VOUCHERS

In appreciation for their service, 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. One voucher equals one ticket. We round up vouchers on the odd hour:

- 1 hour = 1 voucher
- 2 hours = 1 voucher
- 3 hours = 2 vouchers

CONVERTING YOUR TIME TO VOUCHERS

TIME	QTY	TIME	QTY	TIME	QTY
1 hour	1	4 hours	2	7 hours	4
1 hr 30 min	1	4 hr 30 min	2	7 hr 30 min	4
1 hr 59 min	1	4 hr 59 min	2	7 hr 59 min	4
2 hours	1	5 hours	3	8 hours	4
2 hr 30 min	1	5 hr 30 min	3	8 hr 30 min	4
2 hr 59 min	1	5 hr 59 min	3	8 hr 59 min	4
3 hours	2	6 hours	3	9 hours	5
3 hr 30 min	2	6 hr 30 min	3	9 hr 30 min	5
3 hr 59 min	2	6 hr 59 min	3	9 hr 59 min	5

Volunteer vouchers are redeemable for regular priced Festival and SIFF Cinema tickets. If you wish to attend a Festival Gala, forum, or special event you will need to purchase a separate ticket. Combine and redeem five vouchers for an Enthusiast Membership.

SIFF ENTHUSIAST MEMBERSHIP

Five volunteer vouchers equal an Enthusiast Membership. Download the Vouchers for Membership form at www.siff.net/volunteer.

Vouchers are transferable (Please share!), but **the sale of vouchers is strictly prohibited**. Selling vouchers is cause for dismissal. You will receive your vouchers at the conclusion of your shift when you check out with your Team Lead. **We are unable to replace lost vouchers, so treat them like cash.**

REDEEMING VOUCHERS

During the Festival, volunteer vouchers are redeemable online and at any SIFF Box Office. Simply present your volunteer vouchers at the Box Office in exchange for Festival tickets. If a screening is on "Standby" (meaning advanced tickets are no longer available), you may wait in the Standby Line and use your voucher for payment should space become available. Please note standby priorities – cash payments, credit cards, then voucher exchanges.

To redeem vouchers online:

- Go to siff.net and choose your film, then select "buy tickets."
- Select quantity to "add to cart" and proceed to "checkout."
- To complete your order you will need to log in. Log in with your SIFF username and password, or register if you are a first time visitor AND not a SIFF member.
- Billing information will appear. Click through to the Checkout page. Look for the box beneath Redeem Voucher or Promo Code under the Payment Information header. Enter the ticket voucher number in this box, and then you're ready to "enter" and "place order."
- Pick up your ticket from the box office will call, or print at home.

Please note, vouchers are **NOT redeemable online AFTER the Festival**. After the Festival, vouchers are redeemable **ONLY** at the SIFF Film Center, SIFF Cinema Uptown, or SIFF Cinema Egyptian.

Each screening has a limited allotment of tickets that may be redeemed

with volunteer vouchers. Once the allotment is reached for a screening, the volunteer tickets for it are gone. Check the online Festival calendar periodically for availability, especially a couple of days before a screening, to see if additional tickets have been released. SIFF holds an allotment for volunteers.

VOLUNTEER ACKNOWLEDGMENT

VOLUNTEER PARTY Scheduled June 14 – the first Wednesday after Festival, SIFF gathers at the Uptown to celebrate and honor our volunteers with a screening of a 2017 SIFF selection chosen by SIFF Artistic Director Beth Barrett.

VOLUNTEER AWARDS Presented at the Volunteer Party for outstanding service to SIFF.

Mark Tomas Award is given in recognition of exemplary year-round service to SIFF.

Eric Sorlien Award is given in recognition of excellent service exceeding all expectations for the Festival.

Volunteer of the Year is given in recognition for the most hours of volunteer service to the Festival.

SIFF Shout-Outs are public declarations of personal praise from Festival team leaders.

Top 100 is an Hours of Distinction Award given to volunteers who contribute 100 or more Festival hours of service between April 23 and June 15.

Full 40 is an Hours of Distinction Award given to volunteers who contribute a minimum of 40 festival hours of service between April 23 and June 15.

2017 VOLUNTEER INCENTIVES

Each year one of the biggest challenges for SIFF is getting consistent volunteer coverage over all 25 days of festival. Our goal is to have full shifts every day.

The 2017 incentives are measured in days to allow volunteers to obtain a SIFF 2017 T-shirt (Not your volunteer T-shirt.) and/or a SIFF Cinema Summer Pass (July 1 – September 31, 2017) -- not subject to pass/voucher restrictions).

These incentives are on top of your volunteer vouchers. SIFF volunteers will continue to receive one volunteer voucher for every two hours of service.

TERMS AND CONDITIONS

- Applies only to "the 25 days of festival" for shifts scheduled Thursday, May 19 – Sunday, June 11, 2017
- 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
- Must have official 2017 SIFF volunteer credentials (2017 SIFF volunteer badge)
- Shifts must be confirmed on Shiftboard calendar
- One punch per day on the day of the scheduled shift at the end of the shift by the team's volunteer coordinator (i.e. House Coordinator, Guest Relations Coordinator, Marketing Coordinator, Special Events Coordinator) or their designee

INCENTIVES AND LEVELS

- Incentives
 - 2017 SIFF Tee Shirt
 - SIFF Cinema Summer Pass, July 1 – September 31, 2017
- Levels
 - 13 – 17/25 = tee
 - 18 – 24/25 = pass
 - 25/25 = tee and pass

REDEEMING INCENTIVES

- Turn in punched badges by 5 pm Friday, June 16
- Two ways to turn in punched badges:
 1. Volunteer coordinator at the end of your last 2017 Festival shift
 2. Volunteer Manager at SIFF Film Center during regular business hours, M-F, 9–5
- Available for pick up beginning Wednesday, June 21 during regular business hours, M-F, 9–5 from the Film Center

OTHER INFORMATION

- If you lose your badge, contact volunteers@siff.net to receive credit for worked shifts
- Your punched badges will be return to you when you pick up your incentives

VOLUNTEER JOB DESCRIPTIONS

GUEST RELATIONS – CONCIERGE

The Guest Relations Concierge Team connects drivers and guests during busy and chaotic situations. Concierges work with the Guest Relations staff to provide friendly and knowledgeable guidance about the Festival and Seattle. Volunteers will routinely be stationed at the airport and at many Festival special events.

FAQs

How do I know if I will be a good fit for the Guest Relations Concierge Team?

We are looking for friendly and knowledgeable individuals who are always willing to help and who are professional in attitude and appearance with good communication and customer service skills. Some shifts may be hectic with a lot of guests asking for a shuttle or running between three baggage claim carousels looking for guests. Able to attend mandatory training. If you are interested in joining the Concierge Team contact Sauntina Sanchez, sauntina.sanchez@siff.net.

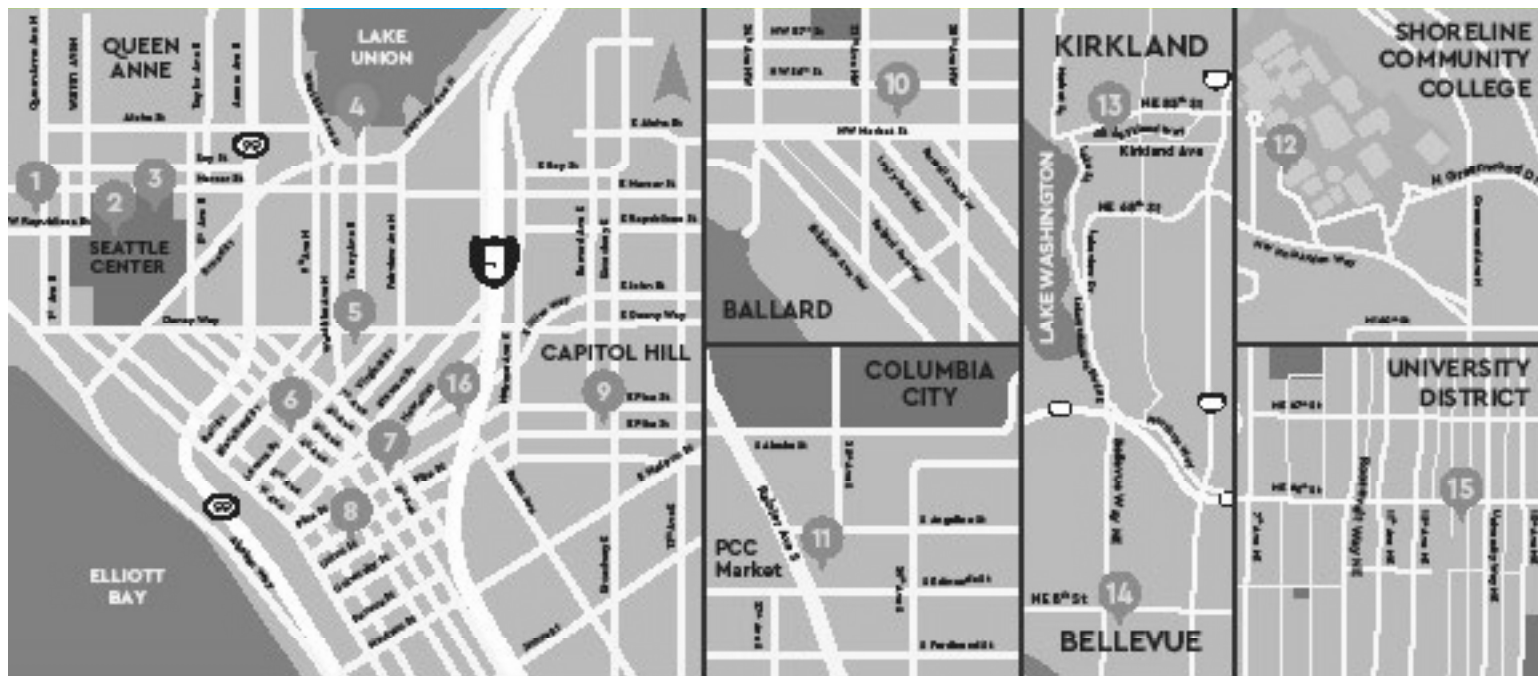
When are the mandatory trainings, and what will we learn?

Training will be held in early May on two separate dates. Attend either one. Training is held at the Pan Pacific Hotel. We will go over Guest Relations practices, volunteer etiquette, guest protocol, and transportation details.

How long are Concierge shifts?

Airport Concierge shifts are between two and four hours depending on how many guests are arriving at the same time on one day. Shuttle Concierge shifts are event dependent typically beginning 30 minutes before the start of an event and ending 30 minutes after the end of the event. In most cases, plan for a late night.

CONTINUED AFTER MAP



VENUE MAP

1 SIFF CINEMA UPTOWN
511 Queen Anne Avenue N
206.324.9996 • siff.net

2 SIFF FILM CENTER
Corner of Republican and
Warren Ave N at Seattle Center
206.324.9996 • siff.net

3 MCCAW HALL
321 Mercer Street
at Seattle Center
206.733.9725 • mccawhall.com

4 MOHAI
806 Terry Avenue N
206.324.1126 • mohai.org

5 SIFF LOUNGE
Pan Pacific Hotel
2125 Terry Ave
206.264.8111 • panpacific.com

6 CINERAMA
2100 4th Avenue
206.448.6680 • cinerama.com

7 AMC PACIFIC PLACE 11
600 Pine Street, 4th Floor
206.652.8908
amctheatres.com

8 THE TRIPLE DOOR
216 Union Street
206.838.4333
thetripdoor.net

9 SIFF CINEMA EGYPTIAN
805 E Pine Street
206.324.9996 • siff.net

10 MAJESTIC BAY THEATRES
2044 NW Market St
206.781.2229
majesticbay.com

11 ARK LODGE CINEMAS
4816 Rainier Avenue South S.
206.721.3156 • arklodgcinemas.com
Not ADA Accessible

12 SHORELINE COMMUNITY
COLLEGE THEATER
16101 Greenwood Ave N
206.546.5863 • shoreline.edu/theater

13 KIRKLAND
PERFORMANCE CENTER
350 Kirkland Avenue
425.204.2409 • kpcenter.org

14 LINCOLN SQUARE
700 Bellevue Way NE, 3rd Level
425.450.9100 • cinemark.com

15 THE NEPTUNE
1303 NE 45th Street
206.682.1414
stgprepresents.org/neptune

16 THE PARAMOUNT
911 Pine Street
206.682.1414
stgprepresents.org/paramount

What other requirements I should know about?

It is important that Concierge Team members are friendly, professional, and prepared to answer guests' questions or find someone who can. You may be one of the first faces a SIFF guest meets. Concierge volunteers are often privy to private guest information, i.e., phone numbers and festival schedules. All guest information is confidential and shall not be shared with anyone.

Other Guest Relations expectations?

It is expected that you dress appropriately (business casual), and always bring a smile. Concierge volunteers may not offer personal information or connections, including email, Facebook friending, etc. Concierges shall not request personal information, attention (advice on projects or scripts), or souvenirs (autographs or photos).

GUEST RELATIONS – DRIVER

Guest Relations Drivers interact with visiting filmmakers, press, and other guests by safely and reliably transporting them from point to point during the Festival. Drivers may meet a guest at the airport and escort them to their hotel; drive a guest to a screening, and accompanying them inside; or provide event shuttle service for many guests.

FAQs

How do I know if I will be a good fit for the Guest Relations Driver Team?

We are looking for friendly and responsible individuals who are 25+ with valid driver license and clean driving record and who possess a high level of responsibility and dependability. It is imperative that drivers arrive on time, take responsibility for the guest(s) they are serving, and remain respectful. Able to attend mandatory training. If you are interested in joining the Driver Team contact Sauntina Sanchez, saunatina.sanchez@siff.net.

When are the mandatory trainings, and what will we learn?

Training will be held in early May on two separate dates. Attend either one. Training is held at the Pan Pacific Hotel. We will go over driving procedures including how to pick up SIFF vehicles, how to meet with your guest(s) and know where you are driving them, and parking. You must bring your valid driver license to the training.

How long are the Driver shifts?

Guests are coming and going constantly throughout the festival. Drive shifts are approximately four hours long. These will be posted on Shiftboard. Drivers are expected to commit to no fewer than four shifts.

Do I need to have my own car?

No! SIFF provides loaner cars for guest drives. Drivers will be responsible for checking their condition and keeping them tidy. If you would prefer to use your own vehicle, please speak with us ahead of time.

What can I talk about with the guest during the drive?

We aim for our drivers to have fun with guests during drives. We suggest talking about SIFF, the Pacific Northwest, and sharing local recommendations for what to do and see during their stay in Seattle. Drivers represent the Festival and should be courteous and respectful at all times – please avoid using profanity. Drivers respect a guest's wishes if they do not want to chat. Drivers must obey all traffic laws and speed limits and drive with care. Drivers may not offer personal information or connections, including email, Facebook friending, etc. Drivers shall not request personal information, attention (advice on projects or scripts), or souvenirs (autographs or photos).

SPECIAL EVENTS

The Special Events Team is integral to supporting and producing over 50 Festival events. Team members are friendly, professional in attitude and appearance, and ready to get their hands dirty! The scope and responsibilities of each shift vary greatly.

Examples of Special Events Team shifts include:

- **Gala set-up and strike:** set up tables and bars, decorate, and take down.
- **Serving and bussing:** serve guests and clean up the mess. Food handlers and servers must hold a current food worker permit issued by King County Health Department.
- **Guest check-in:** put your people skills to work! Greet attendees, check them in, and smile!
- **Event guest Escorts/Security:** Guide attendees through the check-in process on Opening Night.

CONTINUED ON NEXT PAGE

- **Bartending:** Provide “adult beverage” service to guests and attendees. Bartenders must hold a current Washington State class 12 mixologist permit.

Please note that most shifts posted by this team have some level of physical requirement. You will often be asked to lift and carry heavy items or trays and will likely be standing for long periods of time. Please check the descriptions when confirming shifts on Shiftboard for detailed information on position requirements.

FAQs

How do I know if I will be a good fit for the Events Team?

Positions posted to the Events Team vary greatly in scope and skill requirements, so there is a place for everyone! In general, we are looking for professional and articulate individuals with good communication skills. Events are often fast-paced and stressful, so a calm demeanor and team-oriented attitude are necessary. Most shifts require lifting and standing and have a minimum age requirement of 21. If you are interested in joining the Special Events Team contact Kayley Kim, kayley.kim@siff.net.

I am a licensed bartender. Do you have bartending shifts available?

Yes! If you are an experienced bartender with a current class 12 mixologist permit, please let us know so we can add you to the bartender team. Send a copy of your state photo ID, current Washington state class 12 permit, and a brief description of your bartending experience to volunteers@siff.net or fax to 206.264.7919, ATTN: Events Coordinator.

I don't have experience with check-in/serving/bussing/etc. Can I still help?

Of course! Volunteering is a great way to gain new skills and experience. Please refer to the job description, and if you meet the requirements, sign up!

Are there any other requirements/expectations that I should know about before signing up?

Since you will be serving on the front lines of SIFF, it is important that all Special Events Team members are friendly, professional, and prepared to answer guests' questions, or find someone who can. It is generally expected that you dress to the occasion; specific attire requirements will be included in the shift description. **Volunteers are never allowed to consume alcohol at events. Bartenders may not solicit or receive tips.** Because catering is donated and limited in quantity, we ask that volunteers eat prior to arrival, and refrain from eating during their shift.

PRODUCTION TEAM

The SIFF Production Team is a group of enthusiastic people who work in the background to make the Festival happen. The primary goal of the Production Team is to provide muscle and technical skills so that the show can go on.

The production team seeks volunteers with strong backs (able to lift 70 pounds), who are technically inclined -- especially those skilled in audio and lighting presentation. Team members don't mind arriving first and leaving last. Again, they must be able to handle heavy lifting.

Direct supervision of the Production Team is provided by the on-site shift lead reporting to the Festival Production Coordinator.

FAQs

What do I wear?

Wear the 2017 SIFF T-shirt and 2017 volunteer badge. Dress comfortably and for hard work. Work gloves and comfortable shoes are encouraged. Some work locations are outdoors during cool and inclement weather or in un-air-conditioned venues on hot days. Dress to keep yourself comfortable for the duration of the shift. Production tends to operate in waves with calm, quiet periods of waiting and intense action and physical demands throughout a shift.

How do I sign up for shifts?

Join the Production Team via Shiftboard. Once you are a member of the team, available shifts will appear on your Shiftboard calendar. Confirm shifts that fit for you. Pay attention to the location information because production works at all the many festival venues.

Who can I contact with further questions?

The Festival Production Coordinator oversees the Production Team and will provide any information needed. Contact production@siff.net.

CONTINUED ON NEXT PAGE

STREET TEAM – COMMUNITY OUTREACH

The Community Outreach Street Team promotes the Festival at events, with the majority of events happening in May and June. Our mission is to increase awareness about SIFF Cinema, the Festival, and its diverse year-round programming by engaging the community through direct outreach at events, farmers markets, neighborhood festivals, venues, and non-SIFF outlets.

Examples of Community Outreach Street Team shifts include:

- Distribute Guides, flyers, or other promotional materials at community events
- Manage promotional table at community events answering questions about SIFF and the Festival, etc

When confirming shifts on Shiftboard, please check the descriptions for information specific to that shift. Often you may need to pick up materials from the Film Center prior to the start of your shift. Shift expectations about heavy-lifting or long periods of standing will be listed in the description.

FAQs

What projects are available for the Community Outreach Street Team?

Projects vary from street marketing at farmers markets to booth events like the U District Street Fair.

What types of skills do Community Outreach Street Team volunteers possess?

Volunteers should be friendly, outgoing, and unafraid to start up a conversation with people. Volunteers should be comfortable in crowds, energetic, and community minded. Ideal candidates are film lovers with a strong commitment to SIFF's mission who can speak effectively about SIFF and the Festival. If you are interested in joining the Community Outreach Street Team, contact shaun.mejia@siff.net.

How flexible are the volunteer hours?

Street Team volunteer hours can vary depending on the project. Shifts are typically scheduled for two to four hours. Often shifts will be in the evening or on a weekend. Generally, volunteers will need to pick up outreach materials from the Film Center during regular business hours, Mon-Fri from 10 am to 5 pm.

Do I need a car?

Cars are not required, as there are plenty of locations throughout the city that are easily accessible by bus. However, if you have your own transportation, transferring materials to and from events will be much easier.

STREET TEAM – PROMOTIONS

The Promotions Street Team delivers promotional and outreach materials like the Festival Guide before and during the Festival in May and June. Team members distribute materials around the greater Seattle area based on a guide list provided by SIFF. Lists can be neighborhood based, or theme specific, and vary in length. A car (or access to one) is strongly encouraged for this team.

When confirming shifts on Shiftboard, please check the descriptions for information specific to that shift. Often you may need to pick up materials from the Film Center prior to the start of your shift. Shift expectations about heavy-lifting or long periods of standing will be listed in the description.

FAQs

What types of skills do Promotions Street Team volunteers possess?

One only needs a passion for cinema and a strong sense of commitment to SIFF's mission. It is recommended that you have a car (or access to one) for these shifts.

How flexible are the volunteer hours?

You can complete the project on your schedule as long as materials are distributed by the project deadline and the businesses or organizations on your list are open.

I signed up for calendars distribution: will I have to drive all over the city?

Not usually. You will be provided a list of the places where we'd like you to drop the calendars and most of our lists are divided into neighborhood areas. You can choose to cover your neighborhood or explore a new one!

What if I have additional materials left over?

Feel free to distribute them to places that would be interested and add the location to your list so that we know they've received materials. Alternately, you can always bring extras back to the Film Center.

What do I do if I find a new location that is not on my list?

If the owners are interested, feel free to leave materials and add the location name and address to the list.

VENUE CREW

Venue Crew volunteers are the face of the Festival and are often the only contact our patrons will have with SIFF. The Venue Crew sees that Festival patrons make it safely and comfortably from the sidewalk outside to their seats inside the theater and bids everyone a fond farewell after the lights come back up. Then the crew prepares the theater for the next show and repeats.

Because of the many positions volunteers fill and because each position has different needs, Venue Crew members may work indoors or outdoors and may have multiple duties in a single shift. All jobs require being on your feet for up to an hour at a time. These include:

- Ballot Distributor
- Crowd Liaison
- Lobby Attendant
- Patron Clicker
- Scanner
- Ticket Collector
- Usher

FAQs

How do I know if I will be a good fit for the Venue Crew?

We are looking for friendly individuals with good customer service skills who do well when things are hectic and when times are relatively quiet. It is highly recommended that new and returning volunteers attend a Venue Crew Training session.

What can you tell me about Venue Crew Training?

Training occurs shortly before the Festival begins – Saturday, May 6 from 10 am to 12 pm at the Uptown. The training covers emergency exit procedures, safety concerns, the personalities of the Festival venues, and venue volunteer positions listed above in greater detail.

How long are Venue Crew shifts?

Shifts are typically four hours in length.

May I watch the film screening during my shift?

Do not count on seeing the film screening during your shift. Please see Film Viewing under SIFF Code of Conduct.

Who can answer other questions I have?

Contact volunteers@siff.net.

YEAR ROUND VOLUNTEERING

SIFF CINEMA LEAD USHER TEAMS

SIFF Cinema Lead Usher Teams are comprised of volunteers who are each able to commit to one shift per week, with each shift happening around the same time on the same day of the week at either the SIFF Cinema Egyptian or the SIFF Cinema Uptown. This commitment runs from January to June and/or July to December. In exchange for their time, our Lead Usher Team members receive a SIFF Festival Pass.

GENERAL QUALIFICATIONS

- Demonstrated ability to provide an excellent customer service experience
- Pleasant and professional manner including:
 - Strong communications skills
 - Strong interpersonal skills
- Ability to stand for extended periods of time

RESPONSIBILITIES

- Be knowledgeable and up to date on SIFF programs and events
- Scan tickets and actively seat cinema patrons
- Answer guests' questions and/or direct them to the appropriate contact
- Manage lines and assist with lobby foot traffic
- Maintain overall appearance of the Cinema
 - Collect trash from theaters between shows
 - Keep lobby and the front of concessions area tidy
- Assist staff with special projects

FAQs

What is the time frame of the shifts?

SIFF Cinema Egyptian shifts are generally an hour to five hours long and are determined based upon the weekly programming schedule. The Monday through Thursday shifts are scheduled between 2 pm and 10 pm. For weekends we have two shifts per day. These Friday, Saturday, and Sunday shifts are scheduled between 10 am and 4 pm or between 3 pm and 10 pm.

SIFF Cinema Uptown shifts are generally from 5 pm – 10 pm Monday through Friday. Saturday and Sunday shifts are generally 12 pm – 5 pm and 5 pm – 10 pm. Because show times can vary or change some flexibility in your schedule is preferable. Flexibility is especially important for January to June as this team schedule occurs during Festival. Show times will most definitely change and vary based upon Festival programming.

Do I have to commit for all six months?

Yes. We understand, however, if something unexpected comes up and you cannot make a shift. However, you must find a substitute for your shift so that you can earn your Festival pass.

What if I have to miss a shift?

If you miss more than three shifts without finding a replacement, we will have to find someone else to take your place for the rest of the shifts through the end of the commitment. Those who work all their shifts (or find someone to work a shift they can't make) will get the pass come Festival time, those who aren't able to, will receive cinema vouchers for the time that they've put in so far.

When does SIFF recruit for Cinema Lead Usher Teams?

SIFF recruits to fill year-round team positions in mid-June for July to December and in early December for January to June announcing openings and how to apply over Shiftboard.

FRONT DESK TEAM

The Front Desk team is comprised of 10 volunteers who are able to commit to one four-hour shift per week, with each shift happening at the same time on the same day of the week. This commitment runs from January – June and/ or July – December. In exchange for their time, our Front Desk Team members receive a SIFF Festival Pass. This is a great opportunity to learn about what goes on behind the scenes at SIFF!

GENERAL QUALIFICATIONS

- Demonstrated ability to provide an excellent customer service experience
- Pleasant and professional manner including:
 - Strong communications skills
 - Strong interpersonal skills
- Strong demonstrated computer skills (MS Office Software)

RESPONSIBILITIES

- Be knowledgeable and up to date on SIFF programs and events
- Answer and direct incoming calls to the Film Center
- Process walk up and phone sales
 - SIFF Cinema tickets
 - SIFF Supporter memberships
 - SIFF merchandise
 - SIFF Festival passes and tickets
- Data entry and administrative support
- Assist staff with special projects

FAQS

What is the time frame of the shifts?

Shifts are Monday through Friday. The morning shift is from 9 am to 1:30 pm and the afternoon shift from 1 pm to 5 pm.

Do I have to commit for all six months?

Yes. We understand, however, if something unexpected comes up and you cannot make a shift. However, you must find a substitute from the team for your shift so that you can earn your Festival pass.

What if I have to miss a shift?

If you miss more than three shifts without finding a replacement, we will have to find someone else to take your place for the rest of the shifts through the end of the commitment. Those who work all their shifts (or find someone to work a shift they can't make) will get the pass come Festival time, those who aren't able to, will receive cinema vouchers for the time that they've put in so far.

When does SIFF recruit for the Front Desk Team a shift?

SIFF recruits to fill year-round team positions in mid-June for July to December and in early December for January to June announcing openings and how to apply over Shiftboard.

VOLUNTEER FAQs

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

While SIFF encourages you to attend all the training sessions, 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 the team lead know it's your first time.

When (and where) can I get my T-shirt & badge?

Once you have confirmed shifts, you are welcome to come to the SIFF Film Center to collect your T-shirt and badge. The schedule for picking up volunteer T-shirts and badges will be announced on Shiftboard as soon as the hours are confirmed. The times will also be posted on the Shiftboard calendar. GUEST RELATIONS DRIVERS must complete mandatory training before picking up their T-shirt and badge.

Can I use last year's badge?

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

Can't I just pick up my badge & T-shirt at the venues?

No, the badges are photo ID badges available only at the Film Center. Additionally, venues lack space to store the T-shirts. You will be able to get badges and T-shirts beginning in May including on Saturday, May 6 following Venue Crew training at the Uptown.

How do I sign up for shifts?

See SIFF 101.

What time should I show up for my shift?

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!

Why is my Shiftboard calendar empty?

Only available shifts appear on your calendar. All of the shifts for your teams have been taken. Check back periodically to see if someone has unconfirmed a shift or other shifts have been posted. Join more teams to view more shifts. See SIFF 101.

Help! My calendar is blank! I know I have confirmed shifts.

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

What are volunteer vouchers?

For every two hours you volunteer, you will receive one volunteer voucher that you can exchange for a ticket (either online during Festival, or in person). Vouchers are redeemable for this year's Festival and SIFF Cinema year-round. You can also mail in five vouchers for a SIFF Enthusiast membership. Download the Vouchers for Membership form at www.siff.net/volunteer.

How do I redeem my vouchers online?

First make sure you have a SIFF customer account because you're about to "buy" tickets with your volunteer vouchers. Log in to/Create account. See Redeeming Vouchers for next steps.

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

See Shiftboard 101. Review Cancellation Policy, then follow Cancelling Shifts steps.

I can't remember my Shiftboard password. How do I log-in?

If you forgot your password, go to www.shiftboard.com/siff and click on "forgot password/account" to send an account reminder to your email.

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

Depends. Direct your friend to www.shiftboard.com/siff to register as a SIFF Volunteer to check for available shifts and to be notified about future opportunities.

Can I earn community service hours while volunteering for SIFF?

Yes, simply bring in your documents to the SIFF offices and the Volunteer Manager can complete and sign the forms.

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

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 or cannot stay for your full shift, try looking at the Shiftboard calendar for another shift that better suits your schedule.

Where do you most need my help?

We sometimes have a hard time filling venue shifts that are posted for the last few days of Festival, and the late-night shifts under the Special Events team. We need your help anywhere an available shift appears on your Shiftboard calendar.

Is there free parking for volunteers?

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 or near a SIFF venue. These are listed at the end of the Compendium.

HOW TO GET TO SIFF PARKING, BUS, AND OTHER TRANSPORTATION IDEAS

ARK LODGE CINEMAS

4816 Rainier Avenue South between S. Angeline St and S. Edmunds St
BUS: Routes 7, 9

LIGHT RAIL: Columbia City Station
CAR: Parking available on side streets.

CINERAMA

2100 4th Avenue
BUS: Routes 2, 26, 28, 40, 121, C, D, and E lines, and many others in a three-block radius.
CAR: Parking available on street (metered) and in nearby pay lots.

KIRKLAND PERFORMANCE CENTER

350 Kirkland Avenue
BUS: Routes one block from the Kirkland Transit Center, serving routes 234, 235, 236, 238, 245, 248, 255, 540.
CAR: Free four-hour parking is available in the Municipal Garage underneath the Kirkland Library, just west of the Performance Center.

LINCOLN SQUARE

700 Bellevue Way NE, 3rd Level
BUS: Routes 226, 234, 235, 240, 241, 246, 249, 271, 535, 550, 560, 566, and B Line.
CAR: Complimentary retail parking.

MAJESTIC BAY THEATRES

2044 NW Market St, Ballard
BUS: Routes 15, 17, 18, 29, 40, 44, 994, D Line
CAR: Parking available on street and in nearby pay lots.

MOHAI

806 Terry Avenue N
BUS: Routes 40, D Line, and by streetcar from Westlake.
CAR: Street parking through out South Lake Union and at pay lots/garages in the area.

NEPTUNE THEATER

1303 NE 45th Street
BUS: 31, 32, 43, 44, 49, 65, 67, 70, 71, 73, 75, 83, 167, 197, 271, 373, 540, 586, and many others within a three-block radius.
LIGHT RAIL: UW Station
CAR: Metered and zone parking is available on the street or in nearby pay lots. The Deca Hotel offers \$2 parking after 6 pm.

AMC PACIFIC PLACE 11

600 Pine Street, 4th Floor
BUS: Routes 2, 7, 10, 11, 14, 41, 43, 49, 76, 77, 101, 106, 150, 255, 545, 550, C, D, and E lines, and many others within the 3-block radius.
CAR: The underground parking garage offers a maximum rate of \$6 for parking after 5 PM. Enter from 6th or 7th Ave.

SHORELINE COMMUNITY COLLEGE THEATER

16101 Greenwood Ave N
BUS: Routes 5, 330, 331, 345, 355,
CAR: Permits/payment required, free after 4pm/weekends but still need permit. See <http://www.shoreline.edu/safetyandsecurity/parking.aspx> for additional information, campus maps

HOW TO GET TO SIFF PARKING, BUS, AND OTHER TRANSPORTATION IDEAS

SIFF CINEMA EGYPTIAN

805 E Pine Street
BUS: Routes 8, 9, 10, 11, 43, 49, 60.
LIGHT RAIL: Capitol Hill Station
CAR: Metered and zone parking is available on the street or in nearby pay lots.

SIFF CINEMA UPTOWN

511 Queen Anne Avenue N
BUS: Routes 1, 2, 3, 4, 8, 13, 29, 32, 82, D Line, and Monorail.
CAR: Metered and zone parking is available on the street or in nearby pay lots.

SIFF FILM CENTER

Corner of Republican and Warren Avenue N at Seattle Center
BUS: Routes 1, 2, 3, 4, 8, 13, 29, 32 D Line, and Monorail.
CAR: Metered and zone parking is available on the street or in nearby pay lots.

SIFF LOUNGE PRESENTED BY VULCAN PRODUCTIONS

The Pan Pacific Hotel, 2125 Terry Avenue
BUS: 5, 7, 8, 40, 70, 255, 550, 554, 594, C Line, and many others within a three-block radius.
CAR: Metered parking is available on the street throughout South Lake Union or in nearby pay lots and garages including the hotel garage with entrance via Ninth Avenue.

TRIPLE DOOR

216 Union Street
BUS: 7, 11, 40, 70, 255, 550, 554, 594, C Line, and many others within a three-block radius.
CAR: Parking is available at numerous garages in the area – closest is on Union and Second Avenue. Thursday through Sunday evening valet service available for \$10.

PARAMOUNT THEATRE

911 Pine Street
BUS: 9, 10, 11, 49, and many others within a 3-block radius.
CAR: Parking available on street (metered), in nearby pay lots, and at numerous garages in the area.

FOR MORE INFORMATION:

Parkopedia,
Wikipedia for Parking:
en.parkopedia.com

Seattle Department of Transportation,
general parking info:
seattle.gov/transportation/parking

Metro bus schedules, FAQs, trip planner:
tripplanner.kingcounty.gov

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NOTES

MAY

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

JUNE

S	M	T	W	T	F	S
					1	2
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

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