

Seattle
INTERNATIONAL

F I L M

F E S T I V A L

MAY 15-25



Volunteer
GUIDE

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Welcome to SIFF

Dear Friends,

Welcome to the Reel World! We are thrilled to have you join us in hosting the 51st Seattle International Film Festival. We are about to embark on an amazing adventure in film with over 100 feature films and short film programs from around the world over 11 days at venues across Seattle. This year's Festival will run in person May 15–25 with select encore screenings available to stream on the SIFF Channel May 26–June 1. With SIFF 2025—as with every SIFF—we aim to grow appreciation for film and improve our understanding of one another through education and art, thereby strengthening our community ties. Volunteers like you are essential to our achievement of these goals.

For so many of our attendees, volunteers are the face of the Festival. We want to do all we can to make sure that you feel prepared for this responsibility, so we've put together this guide to all things volunteering with SIFF, from registering to policies and procedures to benefits and more. Please take some time to read through it. If you have questions, comments, or suggestions, we encourage you to contact your team lead, direct supervisor, or our Volunteer Manager. With your experience working directly with our guests, your insights are invaluable to our endeavor to continuously improve everyone's Festival experience.

Volunteers like you make SIFF possible. Thank you for being an integral part of our work in bringing incredible international and independent films to Seattle.

With deep appreciation and thanks,

Tom Mara

Executive Director

tom@siff.net

OUR MISSION

SIFF is a 501(c)(3) Seattle-based arts nonprofit dedicated to the creation of vibrant experiences and spaces that champion film discovery and arts education.

OUR VISION

SIFF envisions a thriving arts ecosystem where film discovery encourages a more empathetic, joyful, and connected world.

RACE, EQUITY, & SOCIAL JUSTICE AT SIFF

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.

We believe that our mission-centered work to create and share space for community bears a responsibility to be fiercely inclusive of communities that have long been systematically marginalized and excluded. We are dedicated to improving racial equity within our organization and our community. Read more at siff.net/equity.

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 getting the theater tidied and prepared for screenings.

Admin/Universal: Duties include organizing and inventorying materials, helping with office tasks. This team also helps with one off tasks that help the Festival keep going.

Guest Relations: Offers a range of roles that support the festival's special guests and film teams. Roles help with transport, guest info services, and interpreter services.

Street Team: Handles promotions and outreach before the festival. Spread the word and increase visibility for the festival by distributing posters and programs to neighborhood businesses.

APPLICATION REQUIRED

House Coordinator: If you are looking for a more specialized role in a theater, you can apply for this leadership role, where you oversee venue crew volunteers, and support the house manager with screenings related tasks.

Special Events: This application only team follows a pre-set schedule during the Festival and provides front-of-house service for events, including set-up and teardown, guest check-in, bartending, and serving/bussing.

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. You can also use SIFF's corporate giving database to determine if your employer will match volunteer hours and any guidelines. If they do, simply complete and submit the appropriate forms from your employer. Once approved SIFF will receive a direct donation thanks to your hard work!

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.

REGISTERING WITH SHIFTBOARD

1. Go to shiftboard.com/siff.
2. Complete the Volunteer Application.
3. Complete the **Volunteer Orientation** training on SIFF's eLearning Site, Thinkific.
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. The House Coordinators and Special Events teams membership requires pre-approval based on team openings.

SCHEDULING SHIFTS

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

1. Select an available shift to review the time, location, and shift description. Shifts will show only if they are open.
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.

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.

SHIFTBOARD SUPPORT

If you need help with Shiftboard, contact the Volunteer Program Manager at volunteers@siff.net or 206.315.0686. You may also visit support.shiftboard.com/l/en

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 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 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, 2025 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 alcohol, drugs, or tobacco while wearing SIFF volunteer gear. Alcohol served at SIFF events is not for SIFF volunteer consumption while on shift. Violations of this policy will result in removal from the program. See our Volunteer FAQ Page for additional information.

Customer Service

While volunteering with SIFF, ***you represent the Seattle International Film Festival.*** It is important to be pleasant and accommodating. We aim 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.

Kindness

Kindness is a throughline for all that we do at SIFF. Staff, volunteers, and patrons are doing their best, so please use kindness in all interactions. Every volunteer joins SIFF with different experience, whether it's their first day or 20th year, and deserves to be treated with patience, consideration, and respect. If you are unsure about questions or instructions, ask for clarification and be ready to listen. Constructive feedback is welcome, and we ask that it's shared with your manager to allow for direct change. SIFF does not tolerate rudeness, arguments, or belittling language towards patrons, volunteers, or staff.

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. 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 volunteers@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. Venue crew volunteers are able to enjoy popcorn and soft drinks on shift, at appropriate times.

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

SIFF has suspended the requirement of volunteers having the COVID vaccine. You are welcome to complete your shifts masked if you prefer.



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 up to every two hours and 59 minutes of service, a volunteer receives one voucher. Hourly credits are rounded on the odd hour.

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 or manager. 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.

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.

TO REDEEM VOUCHERS ONLINE

- ★ Go to siff.net or 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.

FILM VOUCHER TIME CONVERSION

1 hour → 2 hrs 59 mins = 1 voucher	7 hours → 8 hrs 59 mins = 4 vouchers
3 hours → 4 hrs 59 mins = 2 vouchers	9 hours → 10 hrs 59 mins = 5 vouchers
5 hours → 6 hrs 59 mins = 3 vouchers	

VOUCHERS FOR PASS REDEMPTION

Volunteers may redeem 20 non-expired festival vouchers for a 1-year SIFF Cinema Pass (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 SWAG

Volunteers receive a Festival t-shirt and badge to wear on shift. On top of vouchers, volunteers who meet service hour milestones will earn SIFF merch, and new for 2025: Festival swag, and a pass for one year of complimentary chocolate popcorn at SIFF Cinema Downtown.

POPCORN & BEVERAGES

When volunteering in a cinema, you can enjoy complimentary popcorn, coffee, tea, and soft drinks while on shift. Other items are available for purchase. Please introduce yourself and let staff know that you're an on-shift SIFF volunteer before ordering. Food and beverages can be enjoyed during slow times, as the film screening schedule permits.

SUMMER CINEMA PASS

Volunteers who take on elevated roles as House Coordinators or on the Events team will also earn a 2025 summer SIFF Cinema pass, for use June-September at regularly priced SIFF screenings after completing 20 hours of service or more in the role.

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 APPRECIATION

The SIFF 2025 Volunteer Appreciation party is scheduled for **June 3, 2025**. Volunteers gather to celebrate a great festival, and enjoy a screening of a 2025 SIFF selection chosen by SIFF Artistic Director Beth Barrett. We announce volunteer awards and distribute earned hourly swag too.

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 completed for eligible shifts as part of the 2025 Festival between 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: tripplanner.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
- ✦ Seattle Department of Transportation, general parking info: seattle.gov/transportation/parking
- ✦ Spothero, reservable lot parking: spothero.com/parking
- ✦ Parkme, reservable lot parking: parkme.com/seattle-parking

Paramount Theatre • 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 for more information)

SIFF Cinema Uptown • 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 CINEMA DOWNTOWN
2100 4th Ave
206.464.5830

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

5 SHORELINE COMMUNITY COLLEGE THEATER
16101 Greenwood Ave N
206.546.4101

6 PARAMOUNT THEATRE
OPENING NIGHT
911 Pine St
206.682.1414

7 MUSEUM OF HISTORY & INDUSTRY
CLOSING NIGHT PARTY
860 Terry Ave N
206.324.1126

STAY CONNECTED

For schedule changes, daily updates, announcements, and more, sign up for SIFF's enews at siff.net/enews. Follow us on socials @siffnews and be sure to tag us to share your experience!

f i b d @siffnews

FEST MERCH

Shop at siffshop.net or pick up your Festival swag at SIFF Cinema Downtown.