



# **HOW TO SUCCEED IN *VOLUNTEERING***

(AND LIFE, PROBABLY)



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## 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.



# WELCOME!

Greetings SIFF Volunteer!

First, allow me to express how very special and helpful it is for you to volunteer at SIFF.

**Thank you!**

I deeply appreciate your commitment to SIFF and our mission to create experiences that bring people together to discover extraordinary films from around the world.

You all make the work that we do possible. Historically, SIFF volunteers have contributed over twelve thousand hours annually to our programs and events. Through the support of volunteers, we've brought unique and inspiring films and programs to the Seattle community since 1976, and together, with your continued support, we endeavor to continue this work for years to come.

As you well know, art makes lives better. I very much look forward to working together with you to ensure film plays an even larger role in more people's lives.

As a SIFF volunteer, you champion this promise and as you do that, please know you inspire the rest of us with your demonstrated commitment and impact.

Lastly, please do feel free to drop a line if you have any questions or ideas to share. You can reach me at [tom@siff.net](mailto:tom@siff.net). I hope you find your volunteer experience with SIFF fulfilling and fun!

Here's to your generosity!

With appreciation,  
Tom

Tom Mara  
Executive Director  
[tom@siff.net](mailto:tom@siff.net)



## WHY VOLUNTEER WITH SIFF?

### WHAT OUR VOLUNTEERS SAY

"It's flexible, there are a ton of opportunities for a diverse range of skill sets, and everyone on the SIFF staff treats us like an equal part of making the SIFF experience a great one for filmmakers and movie goers alike."

"[The best part of volunteering with SIFF] was interacting with the community and meeting new people that share my love of film."

### VOLUNTEER OPPORTUNITIES

SIFF has tons of volunteer opportunities; you're sure to find something that suits your interests! We're looking for motivated volunteers to assist with everything from ushers to interpreters. Our Volunteer Teams fall into six main categories:

**Lead Ushers** support cinema staff with theater operations such as scanning, ushering, and venue clean-up.

**Special Events** our service team for galas, parties and other events. This team provides front-of-house service for events, including set-up and teardown, bartending, and serving/bussing.

**Guest Relations** serves as 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 SIFF happenings.

You can learn more about the different volunteer roles and requirements by reviewing their descriptions on Shiftboard.

### VOLUNTEER APPRECIATION

Giving back has its benefits! We love our volunteers and are always looking for new ways to say thanks. As a volunteer with SIFF, you'll earn ticket vouchers, get invited to exclusive Volunteer Screenings and events, earn cool swag and awards, and more.

### MEMBERSHIP

Volunteers can also exchange their vouchers for a SIFF Membership, with benefits like discounts on tickets, reciprocal benefits at partnering organizations, free popcorn, access to member-only events and more.

## 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.

## GETTING IN TOUCH

**Info** [siff.net/volunteer](http://siff.net/volunteer)

**Email** [volunteers@siff.net](mailto:volunteers@siff.net)

**Phone** 206.315.0686





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 to reinstate your account.

## SHIFTBOARD 101

### 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. Receive your Shiftboard welcome letter and temporary password.
5. 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 the navigation ribbon and select the *Worker* tab. As a new volunteer, you've been automatically added to four teams: Venue Crew, Universal Volunteers, Special Events: Production, and Street Team: Promotions.

#### *Joining Additional Teams*

To join other volunteer teams, from the *Teams* tab, select Join. Click on a specific team to learn more about the volunteer roles within this team. If this team interests you, select *Join*. 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 the navigation ribbon.

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

***Only shifts that have been scheduled for your Teams will show up on your calendar.*** Shifts are filled on a first-come, first-serve basis.

### SHIFTBOARD SUPPORT

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

### CANCELLING SHIFTS

***Cancel the shift as soon as you know you cannot work it.*** Canceling the shift ahead of time allows us time to find a replacement. To cancel a shift:

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.



## 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 1-5 days in advance. The majority of shifts require canceling 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](mailto:volunteers@siff.net) or call 206.315.0686 if you need to cancel on short notice. 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.

1. Click "Call Out" and select a call out reason.
2. PROMPTLY notify Volunteer Program Manager of cancellation, via email or phone.

### 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. 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 to work at the start of your assigned shift. You will likely be relieving another volunteer, so your punctuality is greatly appreciated. To ensure you receive credit for the hours you work, be sure 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 you know you will be delayed.**

### DRESS CODE

Volunteers represent SIFF: please use good judgment in attire (no offensive messaging). Volunteer badges will be provided at the venues, and should be worn at all times while on duty. Volunteers are advised to wear comfortable shoes, as many positions require standing for long periods.

Please review your shift details for specific guidance around attire.

### ALCOHOL, TOBACCO, & 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.

***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, serving at a Gala, or helping with other SIFF departments, collectively, you represent SIFF. It is important to be pleasant and accommodating. Please remember that you are representing not only yourself, but ALL the volunteers at SIFF! We work to give patrons a positive and enjoyable experience, and as a volunteer, your goal is to make our guests feel welcome. As a result,



attendees share their positive experience with others, bringing in new people every year to keep our organization going strong.

When a guest has a question, answer to the best of your ability. If you find yourself unable to answer a question, politely refer the patron 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. 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**

By no means should any employee or volunteer release ANY information on or about any SIFF guests. Forward all guest-related questions (who will be attending, etc.) to Press and Public Relations emailing [press@siff.net](mailto:press@siff.net). Be 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 an experience that is harassment-free for EVERYONE, regardless of gender, gender identity & expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. SIFF will absolutely 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 photography or recording,
- sustained disruption of programs,
- inappropriate physical contact, and
- unwelcome sexual attention.

Those who are asked to stop any harassing behavior whether in person or online are expected to comply immediately. If they do not, SIFF reserves the right to remove them from events and bar them from future events without a refund. Harassment claims will be dealt with on a case-by-case basis, at the discretion of SIFF management.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact SIFF staff IMMEDIATELY. If you do not see a staff member, please contact [harassment@siff.net](mailto:harassment@siff.net).

To review SIFF's updated [Terms and Conditions](#), please visit our website.

## **PERSONAL BELONGINGS**

Please be advised that there may not be space to store your personal items at your volunteer site. Please avoid bringing more than you need for your shift. SIFF is not responsible for any lost or damaged personal items.



## CELL PHONES & 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 shift lead.

## MEALS

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

## BREAKS

Breaks will be assigned based on the length of your shift and must be planned with your shift lead.

## FILM VIEWING

Volunteers receive vouchers that are redeemable for film tickets. We encourage our volunteers to take advantage of their vouchers and see as many films as possible! However, ***volunteers are not permitted to attend screenings during their scheduled shifts.***





Thanks for all you do! We love our volunteers, and here are just some of the ways we show our appreciation:

## VOLUNTEER SCREENINGS

Volunteers will be invited to exclusive Volunteer Screenings of SIFF-curated films throughout the year, and may receive invitations from our partner organizations.

## SIFF MEMBERSHIP

Volunteers can redeem five volunteer vouchers for a SIFF Membership by completing the [Vouchers for Membership Form](#).

## VOLUNTEER MOVIE 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. Hourly credits are rounded on the odd hour.

## CONVERTING YOUR TIME TO VOUCHERS

Time Worked	Vouchers
1 hr – 1 hr 59 mins	1
2 hrs – 2 hrs 59 mins	1
3 hrs – 3 hrs 59 mins	2
4 hrs – 4 hrs 59 mins	2
5 hrs – 5 hrs 59 mins	3
6 hrs – 6 hrs 59 mins	3
7 hrs – 7 hrs 59 mins	4
8 hrs – 8 hrs 59 mins	4
9 hrs – 9 hrs 59 mins	5

## REDEEMING VOUCHERS

Volunteer vouchers are redeemable for regular priced SIFF Cinema tickets. You'll receive your vouchers at the end of your shift when you check out with your Shift Lead. ***We are unable to replace lost vouchers— treat them like cash.***

You can present your volunteer vouchers at the Box Office or redeem online.

If a screening is on "Standby" (advanced ticket purchases 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 > voucher exchanges.

## REDEEMING VOUCHERS ONLINE

- Go to [siff.net](http://siff.net) or [goevent.com/SIFF/e/Search](http://goevent.com/SIFF/e/Search) choose your film, then select a showtime.
- Enter the number of tickets you want to purchase and select add to cart.
- Select cart and continue to Checkout.
- Log in with your Elevent email and password, or create an account.
- 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 and you can enter credit card information.
- Confirm that the amount in the Grand Total is correct, 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. If you need tickets printed, let our box office staff know your order number and they can print your tickets at the box office.



SIFF Venues are located in dense urban areas with limited parking; public transit is encouraged. Please view parking resources after this table.

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

**PARKING RESOURCES**

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

**Seattle Department of Transportation:**  
General parking info

**Spothero:** Reservable lot parking

**Parkme:** Reservable lot parking

VENUE	BUS/TRANSIT OPTIONS
SIFF Cinema Egyptian 805 E Pine Street	2 / 8 / 9 / 10 / 11 / 43 / 49 / 60 Capitol Hill Light Rail Station / First Hill Streetcar
SIFF Cinema Uptown 511 Queen Anne Avenue N	1 / 2 / 8 / 13 / 29 / 32 / D Line
SIFF Film Center 167 Republican Street	1 / 2 / 3 / 4 / 8 / 13 / D Line Monorail to Seattle Center

