

Volunteer Handbook

San Francisco Film Society



Photo by Pamela Gentile

Welcome to the SFFS!

Whether you are a returning volunteer, or brand new to the San Francisco Film Society, we welcome you and thank you for generously volunteering your time. Without the selfless generosity of our volunteers, it would not be possible to effectively fulfill our mission of bringing innovative international cinema to the city of San Francisco. This handbook was created to introduce new volunteers to year-round opportunities at the SFFS—including the

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Our Mission

The San Francisco Film Society is a nonprofit arts and education organization dedicated to celebrating the world of film and media in four core areas: Internationalism and Cross-Culture Exchange, Educating and Inspiring Bay Area Youth, Showcasing Bay Area Film Culture and Exploring New Media.

The celebration of the transformative power of the moving image is at the heart of everything the Film Society does. In addition to the International Film Festival—the country's longest running film festival—the Film Society presents the annual New Italian Cinema series, Cinema by the Bay, and the annual San Francisco International Animation Festival.

San Francisco Film Society Volunteer Code of Conduct

A volunteer is a public representative of the San Francisco Film Society. The vast majority of our patrons will have direct interactions with volunteers. Therefore, it is of the utmost importance that you conduct yourself with the ideals of the organization in mind.

Regardless of your capacity or seniority as a volunteer with the SFFS, you are expected to:

- Arrive promptly for all of your shifts
- Dress in a professional yet casual manner (unless otherwise instructed) for all volunteer shifts. *Our general dress code requires black pants or skirt with a white top*
- Remain at your post for the duration of your shift unless otherwise instructed by your supervisor
- Treat ALL patrons, visitors, artists, staff, and fellow volunteers with courtesy and respect
- Enjoy yourself!

In return, you can expect the San Francisco Film Society staff to:

- Treat you with respect and courtesy
- Keep you informed about changes to your schedule or shifts
- Provide a safe, professional atmosphere in which to volunteer
- Provide you with the necessary training to complete your assigned tasks
- Appreciate your contributions to the organization



San Francisco International Film Festival

The San Francisco International Film Festival (SFIFF) is our largest and most involved production. It is held for two weeks every spring, and the Film Society relies on hundreds of volunteers to take on numerous important jobs during 15 days of screenings and events. Volunteer shifts are generally three to five hours long.

SIGN UP AND ORIENTATION

The Volunteer Department hosts a Sign-Up/Orientation event in early April. This is an opportunity for SFIFF volunteers to meet the Volunteer Coordinators and other SFSS staff; learn about procedures, policies, and benefits; receive a festival t-shirt; and sign up for shifts. **Orientation is mandatory for new volunteers and strongly encouraged for returning volunteers; Specific details will come directly from the Volunteer Department via email.**

JOB DESCRIPTIONS – These are the categories of volunteer positions at SFIFF:

Theater Operations

Volunteers usher guests into the theater, take tickets at the door, assist with line control inside and outside the building, distribute ballots, as well as greet guests and provide festival information. **NOTE: Theater Volunteers are prohibited from watching films while on shift.**

Office

Volunteers work primarily in our Presidio Offices performing administrative tasks such as member mailings, data entry, online research, and other office-related tasks.

Volunteer Lounge Assistant

Duties include checking volunteers in and out, distributing nametags, deploying volunteers to their shift locations, handing out t-shirts, assisting in the upkeep of the lounge, and answering general questions.

Hospitality Lounge (Age 21+)

Volunteers check credentials at entrances to the Hospitality. Other duties also include assisting with food service, serving during Happy Hour, tidying the space, and providing general information to guests.

Education Screenings

Volunteers assist with screenings for K-12 students by greeting and directing the schools as they arrive, passing out information, seating the students according to the seating charts, and working with the students and teachers to leave the theaters clean at the end of the screenings.

Special Events (Age 21+)

Volunteers assist with parties, filmmaker receptions, and other festival special events. Duties include: Clean-up, breakdown, bartending, coat-check, ticket taking, gift bag stuffing, some heavy lifting, re-stocking food and beverages, greeting guests, and bussing special event spaces.

Box Office

Volunteers check IDs and find pre-ordered tickets for patrons, as well as provide general information about the festival and assist in directing patrons.

General

This team is a “catch-all” for duties that do not fall into the other categories. Requirements vary by position.

Benefits for Volunteers

~A VOLUNTEER T-SHIRT~

~VOLUNTEER CINEVOUCHERS~

You earn one CineVoucher for every shift that you complete. You'll receive it from your Shift Manager when you check out at the end of your shift.

CineVouchers ARE NOT TICKETS but can be redeemed for one to a screening at SFIFF. (This excludes Opening and Closing Night and other specially priced events.)

~AN INVITATION TO THE VOLUNTEER PARTY~

Saturday, May 14th
1pm-4pm
The Palm Room, 39 Mesa Street, The Presidio

Earn an SFFS "Film Enthusiast" Membership!

**Volunteer for 50 hours during one year (or 25 hours during SFIFF)
and get a FREE yearlong membership!**

Membership includes:

- Discounts and advance sales to Film Society events
- Discounts and advance enrollment to SFFS classes
- Invitations to preview Members Night and members-only screenings
 - Ticket discounts to AMC, UA and other local theaters
 - Subscription to all Film Society publications

(For full Benefits, see the "Membership" page on sffs.org)

Policies & Procedures

SIGNING UP FOR SHIFTS

All SFFS Volunteer shifts are self-scheduled through the online scheduling program, **Shiftboard**. For comprehensive instructions on how to use Shiftboard, please refer to the proceeding pages.

SHIFT RULES

- Schedule shifts in accordance with your personal calendar to ensure that you will be available to work.
- Volunteers are expected to work through the entirety of their shift.
- Be discreet: Do not share confidential information with the public.
- SFFS policy does not allow volunteers to view films during their shifts.
- Theater regulations do not permit patrons or volunteers to stand in the back of the theater during film screenings due to strict fire code laws.
- Don't sign up for shifts during films you plan on seeing.

DISMISSAL POLICY

While we appreciate the time you dedicate to the Film Society, we take reports of inappropriate behavior very seriously. Volunteers who fail to report for their confirmed shifts will receive one warning before their online account is made inactive. Volunteer attendance, behavior, and attitude will be closely monitored by the staff of the Volunteer Department, and volunteers in violation of the Code of Conduct may face dismissal.

A Prepared Volunteer...

- Has good personal hygiene
- Comes to work with a positive and friendly attitude
- Wears the appropriate outerwear (i.e., jackets for outdoor venues)
- Wears a watch
- Applies minimal amounts of cologne or perfume
- Has eaten before their shift and/or brought snacks with them
- Arrives on time and works through their entire shift

Shiftboard:

An Online Volunteer Scheduling Website

Creating an Account:

To use Shiftboard you'll need to have access to a computer with an internet connection, an email address, and a web browser in order to log on to the site's homepage www.shiftboard.com/sffs. Here you can register as a new user by following the directions below.

1. Choose the link marked "Register."
2. Fill in the form and provide as much information as possible.
3. Submit your completed application and wait to hear from SFFS (registrations are usually processed within 48 hours of your application being submitted).

Once your registration is approved, you'll receive an email with your username and temporary password.

(Shiftboard will never sell or give away your personal information. It is securely stored for the sole use of working with the SFFS organization.)

Managing Your Account:

It is a good idea to stay updated on new shift postings and SFFS announcements listed on Shiftboard. Logging in daily during a festival is the best way to confirm your assignments and make sure you have all of the details you need.

Login and Password:

Login to Shiftboard's home page using your temporary password. The first few times you log in you'll see this New User Screen to help you get started:

New User Screen

Home Page

My Teams

Shiftboard is organized by Teams—similar to departments—each of which has a particular set of duties (see Page 3). You must be assigned to a Team before you can sign up for shifts.

SFFS Teams:

General*	Press Screening Library
Theater Operations*	Education Screenings
Box Office*	Volunteer Lounge Assistant
Office	Special Events (Must be 21+)
Hospitality (Must be 21+)	Production Asst. (Must be 21+)

*Volunteers are automatically enrolled in this team.

Visit **MyTeams** to find out more about your Team(s) or click “Find More > Add Teams” to join another Team.

Calendar

When you become a Team member, your Team’s shifts will automatically appear on your Shiftboard Calendar. If your calendar is blank, your Team may not have any available shifts right now, or you may not be a member of any Team yet.

Shifts

Available shifts will appear on your Calendar in **Red** text. Click the red text and read the information that appears on the right of your screen. Click “Details,” read the description, and click “Take This Shift” if you meet the requirements and can commit to the shift.

Messages

Shift confirmations and messages about Team events are automatically sent to both your Shiftboard Message Inbox and your regular email. The best way to contact our Volunteer Coordinator is through the Shiftboard messaging system or by emailing your questions to volunteer@sffs.org. You can give feedback to the creators of Shiftboard by clicking the “Feedback” link.

Shiftboard Tips:

1. Check Shiftboard regularly to stay updated on new shifts and events by clicking on “News.”
2. Join teams you are interested in, this will allow you to volunteer in specific departments.
3. Make sure your contact information is correct and up-to-date in the “My Account” tab.
4. Be sure to provide us with plenty of notice if you cannot make your assigned shift.
5. Remember that once shifts have been taken by other volunteers, they will not appear on the calendar.

Shiftboard and Volunteering F.A.Q.

"I forgot my password!" -On the volunteer page, <https://www.shiftboard.com/sffs>, click "Remind Me" and enter your email address.

"I never got a password!" -Your account is in the process of being registered. Once you're registered, you will receive a password. This process can take up to 24 hours.

"I don't see any shifts on my calendar!" a) Have you joined a Team yet? To do so, click "Find More > Add Teams" and add yourself (or request a membership) to whichever teams you're interested in. b) There aren't any shifts for that day, week, month or Team (less likely, but entirely possible)

"I don't want to receive so many reminder emails." -Under "Notifications" in "My Account", you can chose a daily or weekly email digest or turn off notifications.

"Can I see other schedules using Shiftboard?" -Yes. If you work or volunteer for another organization that uses Shiftboard, you can see all of your schedules, regardless of which website you login to!

"What is the dress code for my shift?" -If you are working in our offices, business casual attire is recommended. If you are volunteering for an event, presentation or screening that is either public or private we ask that you wear a white shirt and black/dark pants or skirt. We would like to remind you to always wear comfortable shoes.

"Will I get to see the movie that is playing during my shift?" -Generally you will not be able to see the film that is playing during your shift as you are expected to be on duty during the hours listed. **If there is a film you would like to see, do NOT schedule yourself during that time** as we cannot always guarantee there will be available seats (many of our films go to RUSH). However, during our Festivals we offer CineVouchers which are good for films in that festival. You can redeem these at the box office and use them to see the films you would like. See Page 4 for more details on CineVouchers.

"What is RUSH?" -RUSH occurs when tickets are sold out and patrons must wait in a "RUSH line," which means once the film begins we will count the empty seats and decide whether there is room to sell any more tickets. There is no guarantee that a ticket will be available for purchase.

"Can I drink alcoholic beverages while volunteering for reception shifts?" -No, drinking while volunteering with SFFS is strictly prohibited. Volunteers caught consuming alcohol during their shifts will be asked to leave.

The San Francisco Film Society presents the San Francisco International Film Festival, Film in the Fog, San Francisco International Animation Festival, French Cinema Now, Film Arts Forum, New Italian Cinema, and many other events and screenings throughout the year.