

## Portland Book Festival Volunteer Registration Monitor

**Primary Objective:**

Your primary objective is to provide quick and courteous volunteer check-in.

**Commitment:**

- 4-hour shift during festival on Saturday, November 9
- Volunteer Orientation first week of November (approx. 1.5 hours)

**Reports to:** Volunteer Specialist and or Volunteer Intern

**Location:** **OUTSIDE Tent** located on SW Main diagonal to PAM Mark Building

**Responsibilities include:**

- Maintain orderly registration table, record and track activities
- Help volunteers locate their volunteer location and provide other support as needed
- Answer attendee questions as needed
- Other tasks as needed

**Requirements:**

- Excellent customer service skills
- Excited to interact with volunteer corps and help them have a great festival experience
- Able to think on your feet and stay calm under pressure

**Venue Information:**

- Volunteer coat check/storage is located in the volunteer room of the Mark building of PAM
- You are welcome to store materials under the tent while you are volunteering
- The nearest radio is at the volunteer check-in table. Next with box office.



## Check List: Volunteer Registration Monitor

Your primary objective is to provide efficient and friendly volunteer check-in.

### Pre-Event:

- ☐ Review Festival map, and familiarize yourself with festival venue locations
- ☐ Review Festival author schedule, signing times, and panel topics
- ☐ Review Festival FAQ on Literary Arts website
- ☐ Pick-up your volunteer T-shirt and packet info at orientation

### Upon Arrival:

- ☐ Check-in with volunteer registration desk
- ☐ Receive training

### During Event:

- ☐ Check in volunteers
  - Provide wristband and location information to volunteers
  - Direct volunteers to venue location when needed
- ☐ Answer attendees' or exhibitors' questions
  - Exhibitor check-in is located at the LA Booth-lobby of Mark building of PAM

### Closing Shift:

- ☐ Assist with break down
- ☐ Transfer tent materials to LA booth in Mark building
- ☐ Assist with exhibitor voucher reconciliation at the LA INFO Booth
- ☐ Help with book fair cleanup

**Please note that if you are wearing your volunteer T-shirt while attending Festival events, you should consider yourself an “on-duty” volunteer and answer attendees questions if asked.**

**Thank you for volunteering with Portland Book Festival!**