



# VOLUNTEER INFORMATION PACKAGE

OTAFEST 2020

MAY 15 - 17, 2020

CALGARY TELUS CONVENTION CENTRE

## WELCOME

Thank you for your interest in volunteering for Otafest 2020!

This package will provide you with information on the selection process, volunteer benefits, fees, responsibilities, department descriptions, the volunteer contract, and mandatory volunteer orientation sessions.

Read the entire package before applying for a volunteer position at Otafest 2020.

## SELECTION

You can apply for a volunteer position at [www.otafest.com/volunteer](http://www.otafest.com/volunteer). We select volunteers based on availability and departmental needs. Previous volunteer experience is not a requirement, but is an asset.

The minimum requirement is that you volunteer for at least **three three-hour shifts** (9 hours total) and **attend a volunteer orientation session**.

Selections are made after the volunteer application deadline. All applicants will receive an e-mail from one of our volunteer coordinators informing them as to whether their application has or has not been accepted once selections have been made.

Please note that you must be at **least 13 years of age by May 14, 2020** to be eligible to volunteer for Otafest 2020.

## FEES & BENEFITS

There is a non-refundable \$20.00 fee to volunteer for Otafest 2020. This fee covers administration costs. In exchange, we offer the following benefits to volunteers:

- Access to the volunteer room,
- Admission to the festival for all three days,
- An Otafest volunteer T-Shirt,

- A volunteer badge,
- An Otafest lanyard,
- Special volunteer-exclusive swag, and
- An invitation to Otafest’s Volunteer Appreciation Day.

We will not be feeding you at Otafest 2020. Instead we offer the following compensation program for Otafest 2020:

IF YOU WORK...	YOU WILL RECEIVE...
4 shifts	\$30.00
5-6 shifts	\$40.00
7-8 shifts	\$50.00
9+ shifts	\$60.00 + our undying affection

External volunteers receive a flat \$50.00.

## RESPONSIBILITIES

Volunteers are the largest representative public-facing body during Otafest. We expect all of our volunteers to behave in a professional, mature, and safe manner to represent Otafest in a positive light.

In addition to departmental duties, **all volunteers** are responsible for the following:

- Attending a mandatory orientation session prior to Otafest 2020,
- Being on time for shifts during Otafest,
- Checking in with the volunteer room before the start of your first shift **each day**,
- Checking in with shift leaders prior to beginning any volunteer duties,
- Checking patron proof of payment to enter Otafest rooms (wristbands),
- Answering patron questions or directing them to someone who can help, and
- Upholding the Otafest name.

## POSITIONS

Select which position(s) you are interested in volunteering for on the application. Below is a short description of each position with a general outline of their associated responsibilities.

Remember that position and departmental responsibilities are **in addition** to the responsibilities section above.

### *Admissions Attendant “The Gatekeeper”*

Registration attendants are responsible for selling admission for Otafest. This position includes being in a fast paced work environment while being friendly and interactive with all our attendees. Registration attendants must be able to cope with long, busy line-ups and stay calm under pressure. Previous cashier experience is desired in this role.

## *Bakery Stall Assistant “The Distributer”*

Bakery Stall Assistants are fun and outgoing volunteers that assist in the promotion, advertising, and selling of several Japanese baked goods, drinks and other items. These volunteers are often on their feet throughout the day, so the ability to stand for extended periods of time is necessary. Previous cashier experience is an asset.

## *Exhibitor Hall Assistant “The Charitable Guide”*

Exhibitor Hall assistants have the lovely duty of ensuring that event attendees are directed to their destinations. These knowledgeable, energetic, and friendly volunteers will be constantly interacting with the attendees, whether by answering their questions, directing them where to go, checking their wristbands, or encouraging them to donate to our charity.

## *Gaming Monitor <sup>\*pun unintended\*</sup> “The Observer”*

Gaming monitors patrol the gaming room grounds to keep an eye on occupancy and assist attendees with the gaming equipment. These volunteers are comfortable with large groups of people and observant of their surroundings. Gaming knowledge is an asset, but not necessary.

## *Line Control “The Platelets of Otafest”*

Line Control volunteers are enthusiastic and confident individuals who manage line flow and guest traffic for Otafest convention areas. They’re the ultimate helper - guiding guests to any Otafest destination, whether it’s a panel, AMV, or autograph. Line Control volunteers are often on their feet and usually on the go, so an ability to stand for at least 2 to 3 hours is necessary.

## *Merchandise Attendant “The Merchant”*

Merchandise volunteers are fun and outgoing individuals who help orchestrate the Otafest Merchandise booth. This position involves promoting and advertising Otafest merchandise as well as assisting patrons with sizing and information regarding the different products. These volunteers are often on their feet throughout the day, so the ability to stand for extended periods of time is necessary.

## *Policy Enforcer “The Bodyguard”*

Policy enforcers are enthusiastic and energetic volunteers who assist in the Otafest’s operations. These volunteers maintain a presence to ensure that Otafest’s policies are being followed and that everyone attending has a safe and fun time. If you like being out and about while meeting new people, this is your position!

Please be aware that if you’re selected for this and are above the age of 18, we may ask you to do late-night shifts (e.g. until midnight shifts)

## *Programming Helper “The Performer”*

Programming helpers are personable and enthusiastic volunteers who ensure that Otafest events and panels are running smoothly and efficiently. These volunteers cover a diverse selection of roles including working with event coordinators, interacting with event attendees to provide a safe and fun environment, and assisting with events such as the cosplay repair station and Anime Showing Rooms. Knowledge of special equipment handling (i.e. speakers, computers, sets) and comfort with large groups of people is an asset.

## Sketch Drive Cashier “The Charity Helper”

Sketch Drive Cashiers help promote and explain the purpose of Sketch Drive (sketches for charity) as well as encourage patrons to get art from our lovely and talented team of artists. Previous cashier experience is desired in this role.

## CONTRACT

Volunteers for Otafest 2020 will be sent a volunteer contract to sign. The contract describes your responsibilities to Otafest as well as Otafest’s commitment to you. Volunteers who do not return their contract before their first shift will not volunteer at Otafest 2020. Volunteers under 18 years of age must have a parent or guardian sign the contract as well.

## ORIENTATION

Orientation sessions will be held for all volunteers to ensure that you are prepared for the festival. There are two orientation dates for Otafest 2020: April 4<sup>th</sup> 2020 and April 5<sup>th</sup> 2020. Volunteers who do not attend an orientation session will not volunteer at Otafest 2020. You are responsible for attending **at least one** of the orientation sessions and Otafest cannot accommodate dates other than those listed.

In the unlikely event that the dates of training change, you will be notified via email.

## IMPORTANT DATES

March 6, 2020	Volunteer applications close.
March 27, 2020	Selections made – We will notify you if you were selected to volunteer at Otafest 2020.
April 4, 2020	Confirmation due – We expect you to let us know if you are still interested in volunteering before April 4, 2020.
April 4, 2020	Orientation (Time TBA).
April 5, 2020	Orientation (Time TBA).
April 24, 2020	Initial schedule sent out for your review.
May 1, 2020	Final schedule sent out.

## E-MAILS

Otafest will communicate primarily through email. Make sure you check your email regularly and have [volunteer@otafest.com](mailto:volunteer@otafest.com) on your safe senders list as we have had occurrences in the past where our emails have been flagged as spam/junk.

## QUESTIONS

If you have any questions or concerns regarding volunteering at Otafest, please send an email to [volunteer@otafest.com](mailto:volunteer@otafest.com).