

OJAI MUSIC FESTIVAL

VOLUNTEER COORDINATOR

ABOUT THE OJAI MUSIC FESTIVAL:

Internationally regarded as one of the most influential annual classical music events, the Ojai Music Festival has long served as a creative musical laboratory for artists, composers, and audiences alike to explore new and unfamiliar repertoire. The Festival uniquely combines the intimate setting of Ojai with artists performing innovative programs over an extended weekend to create an immersive experience. In addition, the Festival's BRAVO education & community program offers free educational residencies and programs in the Ojai public schools and provides free programs in the community. The Festival is committed to fostering a positive and dynamic culture among the performers, artistic staff, administrative staff, audience, volunteers, and the Ojai community.

ABOUT THE POSITION:

The Ojai Music Festival Volunteer Coordinator assists with the recruitment and scheduling of Festival volunteers in the months leading up to the event and during the four-day Festival. The Volunteer Coordinator matches volunteers with appropriate skills to fill needed positions and serves as the volunteer point of contact. Under the guidance of the Operations Manager and Managing Director, the Volunteer Coordinator is responsible for written and verbal communications with volunteers, and all necessary meetings and/or trainings. During the Festival, the Volunteer Coordinator is present at the Festival to ensure that volunteers fulfill their assigned shifts and fill any additional needs as they may arise.

Essential Responsibilities:

- Participate in Festival planning meetings as requested by the Ojai Music Festival Operations Manager and Front of House Manager
- Assist with implementation of multi-phase recruitment plan in coordination with Operations Manager and Managing Director
- Working with the Operations Manager and front of house team, assist with the development of a structured reward system for volunteers
- Meet planning deadlines as outlined in the *Front of House Task Timeline*. Assist with recruitment letter, volunteer information sheet, and written materials as needed to implement volunteer recruitment plan
- Become familiar with the scheduling program, *Airtable* and learn the functions related to this position (such as tracking volunteers, inputting applications as needed)
- Work with the Operations Manager to prepare and produce the volunteer usher staffing schedule through its stages of development as outlined in the *Ojai Music Festival Front of House Timeline*
- Become familiar with the *Ojai Music Festival Usher Packet*
- Review the *Ojai Music Festival Emergency Plan Packet and COVID Guidelines* booklet as recommended by the Operations Manager
- Attend emergency preparedness training as directed by the Operations Manager
- Work with the Operations Manager and Craft Services Coordinator to develop optimal Volunteer Booth layout and establish rental needs
- Meet with the Operations Manager to review the Festival program, corresponding schedules, and event sheets
- Develop volunteer check-in and t-shirt distribution procedure with the Operations Manager
- Review radio and earpiece check in and out system with Operations Manager

Festival Week:

- Attend the Volunteer Usher Orientation Sessions
- Prior to beginning work, check in with the Operations Manager to obtain your credentials, keys, updated schedules and any other information or supplies needed
- Set up volunteer booth two days prior to Festival, and begin check in of volunteers; coordinate with Park Manager and Operations Manager for schedule of park setup
- Maintain volunteer tent for all volunteer check in and out periods and during concerts
- Fulfill role in emergency response procedures
- Make radio assignments and instruct users to bring to tent to recharge each night
- Input no-show volunteers into Airtable (Festival database)

Post-Festival:

- Submit post-Festival debrief notes to when requested by the Operations Manager as soon as possible after Festival, no later than two weeks after the Festival conclusion
- Help plan, implement, and attend post-Festival volunteer appreciation event. Submit names and deeds of merit of a few outstanding volunteers for recognition during the event

Skills, Knowledge and Abilities:

- Must demonstrate excellent customer service skills and work to exceed customer's expectations
- 1-2 years' experience in working with volunteers a plus
- Ability to work in a culturally diverse environment and demonstrate sensitivity to various constituent interests
- Must perform well in teams
- Ability to meet deadlines and produce and maintain organized records
- Must demonstrate strong written and verbal communication skills
- Knowledge of the Americans with Disabilities Act (ADA) as it applies to citizens using performing arts venue
- Hold current certification in FirstAid/CPR/AED use
- Able to resolve issues/conflicts independently or with guidance from supervisors
- Exhibit proficient use of computers, essential Microsoft products, handheld electronic devices, and databases used by OMF; ability to communicate via radio with team
- Ability to lift 20 pounds

Working Conditions:

- Must be available June 8-11, 2023, and for recruitment events throughout the year
- Outdoor environment with unpredictable weather conditions
- Standing for long periods and working in uneven terrain

Status: Seasonal temporary non-exempt position. Compensation between \$18 to \$22/hour based on experience.

Reports to: Operations Manager; Works closely with Front of House Manager, Craft Services Coordinator, Libbey Park Manager

PHYSICAL REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and meet the physical and work environment demands of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually medium to high.

This Job Description is to be used as a guide for accomplishing organizational objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.

Equal Employment Opportunity

All qualified applicants will receive consideration for employment without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or any other factors prohibited by law.