



VOLUNTEER HANDBOOK



REVISED: MARCH, 2018

WELCOME TO THE CULTURAL EVENTS DIVISION!!

A look at our history...

The St. Augustine Amphitheatre

The St. Augustine Amphitheatre was built in 1965 to commemorate St. Augustine's 400th Anniversary as our nation's oldest permanent European settlement. When the decision to invest in the Amphitheatre was made, St. Johns County donated the labor and equipment to excavate the site. The architect and construction company designed and built the facility at cost and many local clubs and organizations donated money to complete the venue; it truly was a community effort.

In 2002, St. Johns County made the decision to refurbish the St. Augustine Amphitheatre. After 5 years of construction and a sizeable investment, the Amphitheatre became a state of the art performing arts venue with the capacity to hold up to 4,200 concert goers. A brand new conference room, 4 concession stands, a merchandise area, a large plaza, and an elaborate arboretum of walking trails enhance the facility. In 2014, a new area was created called The Amphitheatre Choice Experience Pavilion.

The Ponte Vedra Concert Hall

In 2009, St. Johns County purchased the Cornerstone Church & Community Center. The property was renovated into a state of the art concert hall and rental space. The Ponte Vedra Concert Hall opened its doors in March of 2011 to a wide variety of concerts, performances, events, and more!

What we do now...

The St. Augustine Amphitheatre (SAA) and Ponte Vedra Concert Hall (PVCH) are run by the Cultural Events Division of St. Johns County. The SAA and PVCH will play host to a variety of events ranging from concerts to community events to children and family events. The staff of the Cultural Events Division (CED) makes every effort to find events that fit a wide range of demographics and audience preferences, in a range of locales.

Community Events

The Cultural Events Division hosts a number of community events throughout the year and as the SAA and PVCH grow, we can expand and open our doors to as many community-based events as possible. These are, after all, community-owned venues that are valuable resources in St. Johns County.

Festivals & Other Events

The Cultural Events staff is often asked to partner in the management and production of festivals around St. Johns County. The staff has had the privilege to help with the following festivals throughout the last few years:

- Gamble Rogers Folk Festival – a multi-day folk festival held in downtown St. Augustine, at various music venues, bars and outdoor spaces. 2012 ushered in the return of the festival to the Amphitheatre.
- Folio's Oktoberfest – a one-day beer, food and music festival held at the Amphitheatre.
- Lincolnton Heritage Festival – a multi-day music, food and arts festival held at the "special events field" in downtown St. Augustine celebrating the rich history and heritage of Lincolnton.
- Southern Exposure – a one-day bluegrass and arts festival held at Alpine Groves Park. A partnership with the late, great Stetson Kennedy.
- Harvest of Hope Festival – a multi-day alternative music, camping, food and arts festival held at the St. Johns County Fairgrounds.
- Gentleman of the Road Festival – a two-day 25,000 person festival in downtown St. Augustine hosted by the popular Americana band Mumford & Sons.
- Saint Augustine 450th Celebration.
- Sing Out Loud Festival

As the CED grows and moves towards the future, we look forward to our partnership with non-profit groups in our community to support festivals and the arts in St. Johns County. We do often call for volunteers for these festivals and events, so please be on the lookout for more information on how you can get involved!

Cultural Events Division Staff...

Ryan Murphy – *General Manager*

Ryan is responsible for all of the booking and settlement for every show and festival we do. He can be found running back and forth between back stage and his office.

Gabe Pellicer – *Assistant General Manager*

Gabe is the assistant manager of the Amphitheatre and is responsible for all the production aspects of every show and festival that we do. He can usually be seen running between backstage and his office on show days!

Andrew Seward – *Client Services/Partnership Development Manager*

Andrew advances oversees all functions day of show and enlists sponsorships for the Amphitheatre.

Chris Culpepper – *Production Manager*

Chris is in charge of everything backstage at the Amphitheatre. He oversees the concerts, facilities maintenance, staff members, and events.

Diana Markovits – *Marketing and Community Relations Manager*

Diana manages Marketing and advertising efforts for shows for the division. She also handles sponsorships and rentals at the Ponte Vedra Concert Hall.

Matthew Dodson – *Marketing Coordinator*

Josh is responsible for advertising and promoting all of our events, as well as public relations for the Cultural Events division. Josh also manages the Amp Choice Seating Program which offers additional extraordinary services to our patrons.

Elizabeth Glasgow – *Box Office Manager*

Liz handles EVERYTHING behind the scenes for the Amphitheatre and knows everyone's jobs. She is in charge of multiple aspects of all events we do at the Amphitheatre or elsewhere.

Sara Huether - *Merchandise*

Sara handles all posters and day of show merchandise! She also handles a variety of different tasks.

Tony Iaquinto – *Front of House Manager & Volunteer Coordinator*

Tony is responsible for the coordination and operation of our front of house (everything from the stage to the box office) volunteer training and coordination for both the St. Augustine Amphitheatre and the Ponte Vedra Concert Hall.

Tiffany Stephens– *Box Office Manager*

Tiffany is responsible for all the ticketing aspects of shows and festivals. She can almost always be found in the Box Office!

SECTION 2: Frequently Asked Questions

What is the age requirement to volunteer?

ALL volunteers must be at least 16 years old to volunteer. If they are under 18, they must have a signed waiver and permission form from a parent or guardian.

Why do I need to get a background check to volunteer?

It's for your safety, our safety, and the safety of everyone attending our events. We need to ensure there is no past history of criminal or violent behavior as a precautionary measure.

What kind of duties can I expect to perform as a volunteer?

A wide variety of duties including serving as ushers, box office, greeters, ticket takers, front of house assistants, and other duties as needed.

Will I be able to see and watch the show?

Many of our volunteer positions are located in the seating bowl, giving you a great view of the concert. We do ask that the volunteers be attentive to the needs of the paying customers, but of course, you'll be able to sneak a peek sometimes.

Can I bring my friends with me to volunteer?

All volunteers that receive credentials are required to submit an application and go through the orientation session before beginning. Volunteers are not permitted to escort guests through the gates of the show. You can guide your friends to the Amphitheatre website for an application and they can go through the above process.

Can I assist wheel chair bound patrons?

You can answer questions and show them to their seating area but you cannot push them. Find one of the Front of House staff. They will be able to push the patrons if needed

SECTION 3: THE VOLUNTEER PROGRAM

VOLUNTEER REQUIREMENTS

1. Show up at scheduled volunteer time.
2. Sign-in for each event.

3. Keep volunteer shirt in good condition.
4. Follow all rules set forth in Volunteer Handbook.

NUMBER OF VOLUNTEERS

We will never allow more than 40 volunteers for any Amphitheatre event. We allow 12 volunteers for seated shows at the Ponte Vedra Concert Hall, and about the same for standing shows. The opportunity to volunteer at our festivals is often unlimited! If you have signed up for a show that is full, we will notify you and place you on a wait list. The number of volunteers change based on the type of events.

PARKING FOR VOLUNTEERS

Parking for volunteers is on site and directed by the parking volunteers. Please park only where they tell you to.

DOORS/GATE TIMES

Gates/doors vary depending on the show. They usually open between 30-60 minutes before the show. The door/gate time will be announced to you in an e-mail reminder. It is important that you arrive at the requested time.

MANDATORY PRE-SHOW MEETING

A pre-show volunteer meeting will be held 30 minutes before doors open. To ensure that you do not miss the pre-show meeting, please come at REQUESTED TIME. During the pre-show meeting, we will go over specifics of the event such as: regulations for the pit, artists' preferences, security issues, and specific wrist band colors chosen for the event.

VOLUNTEER COMMITMENT

Volunteers signed up to work a show are required to be present for the show. An e-mail reminder will be sent out 3-5 days prior to the show that you are scheduled to work. If a volunteer needs to cancel his or her shift, please provide the venue with at LEAST 24 hours' notice prior to the event. Not notifying us adds to the work being distributed to other volunteers. It is also unfair to those on a wait list who we are unable to notify at the last minute.

EVENT MINIMUMS

(a) An active volunteer is considered one who volunteers a minimum of one (5) events or more between all venues and special events in a calendar year. Starting in January, 2018. Credit for shows will not be recorded until a 5 show minimum is reached. You will then get credit for the 5 shows worked in a calendar year. One event must be at the Amphitheatre. Volunteers who work zero (0) shows in a calendar year are excluded from signing up for more shows

and must resubmit their application and undergo a background check if they wish to stay on as volunteers.

(b) A volunteer is required to work a total of fifteen (15) events or more between all venues and special events, within a single calendar year in order to attend the annual volunteer appreciation dinner.

(c) A Lead volunteer will be required to work a minimum of twenty (20) events in a calendar year with at least ten (10) of those events working as a Lead in order to retain Lead status and/or continue as a member of the Volunteer Advisory Board. Leads will receive twenty (20) rewards points for each Amphitheatre show worked as a Lead.

(d) Leads and positions on the VAB will be reviewed for rotation every two (2) years.

(e) VAB members are elected by the volunteer contingent every two years. The purpose of the VAB is to address issues that might arise throughout the year that concern volunteers. The VAB meets every 4 to 6 weeks. There are four members at any given time with the FOH/Volunteer Coordinator being the deciding vote if warranted. VAB members are also tasked with determining if a volunteer should continue to volunteer after complaints about not working or ignoring the procedure set forth in the handbook.

VOLUNTEER EVENT SIGN UP PROCEDURE

Volunteer Position Request Steps

- 1) Go to volunteer.sjvenues.com
- 2) Login using your email and password sent from Tony
- 3) See the list of shows
- 4) Select "Volunteer" for the show you are interested in
- 5) Select the position you are interested in
- 6) You will see confirmation for the position you requested
- 7) You can now select the "Return to Previous Page" button and repeat the steps 3-6 for another show.

NOTE: You will receive username and password only after successful completion of processing and shadowing at one Amphitheater concert.

Once you sign up for a show and position and hit submit you will see a confirmation. You can only pick one position per show.

Please take your time and enter the password just as you see it. It is case sensitive. Go into the system and read the position descriptions. This is an example of when the shows go on line for sign up. All August concerts will be released for sign up on July 1, at 12 noon. All September concerts will be released for sign up August 1 and so on. Please copy and save this info. Also you might want to bookmark the link. You can also change password once in. Please follow systems guidelines.

REMEMBER

“New shows go up every month on the FIRST DAY OF THE MONTH, ONE MONTH BEFORE THE SCHEDULED MONTH OF CONCERT for a concert at the Amphitheatre or the PVCH.”

THE SIGN UP TIME ON THE FIRST DAY OF THE MONTH IS NOON.

This new policy will give you at least 30 days in advance to plan your personal schedule.

Upon completion of processing, all volunteers will receive an email with the above link, username and password.

FAQ's

The following questions pertain to the online sign-up procedure. Please keep in mind that this is still a work in progress and is constantly being enhanced for ease of use and volunteer satisfaction.

Can I sign up another person while signing up myself?

Yes, as long as you finish with your request, and she/he is a qualified volunteer in our system. Start from the beginning and use the other volunteers' name and password.

What happens if I pick two or three positions?

Assuming that is in error, if more than one entry is picked up, only the first one will count and the others will be deleted. This is why it is important to use the other volunteer's name when signing someone up.

Why would I sign someone else up?

Some volunteers do not have direct access to a computer. Some spouses or partners share the same email address.

I always had the same position signing up the old way. How can I keep that position?

The new online sign up procedure ensures fairness to all. When the concerts are released on the first of the month for sign up, do your best to be by a computer.

Can I switch with someone after the positions have been assigned?

We would appreciate that not happening. The new system gives all an equal chance to pick their desired position. However, if a volunteer has difficulty in a certain position, notify your section Lead and they will let the Volunteer Coordinator know.

What if I want to see a concert and I am too late for a position?

One way is to join FOSAA and get early notice. If you really want to see a certain show, you can simply purchase the tickets.

Will the Amphitheatre buy tickets back?

No. It is a policy that once the tickets are sold there is no refund unless the show has been canceled.

Notify the Volunteer Coordinator by email if you need to cancel, PLEASE, NO LATER than 24 hours prior to the event.

****When ALL SPOTS on an event are filled, the Volunteer Coordinator will begin a wait list that is also first' come first' serve****

VOLUNTEER JOB DESCRIPTIONS

USHER – PIT (Seated Only)

Volunteer ushers will be looking at tickets and walking patrons to the correct seating area. They will also assist the assigned security guard in punching tickets and placing wristbands on those patrons with a PIT ticket.

USHER – 100, 200, or 300 Section

Volunteer ushers will be looking at tickets and directing patrons to the correct seating area. Please be aware of the seating chart and send patrons down the pathway closest to their actual seats. Assist in keeping aisles and walkways clear of standers.

USHER – WHEELCHAIR (PIT and/ or Upper Level)

Volunteer ushers will be looking at tickets and directing patrons to the correct seating area. They are responsible for ensuring that the patrons with handicap accessible tickets have enough space for their wheelchair, or a chair is placed there for the patron and their companion.

GREETERS – STAIRWAY/BREEZEWAY

Greeters will be assigned a location to greet and direct incoming guests to their desired locations (i.e. restrooms, concessions, seating area, box office, etc...) and answer any questions.

FLOATER

Floater remain outside of the box office at gates/doors opening to assist in directing the flow of incoming patrons to the ticketing area. After the majority of the line subsides, they are to go in to the venue and give breaks to the volunteers in their assigned areas.

CERTIFIED LEAD

Leads are assigned a specific area and number of volunteers. They are responsible for training new volunteers in their area, dealing with seating and/or guest issues, and relaying necessary information to the Front of House Manager/ Volunteer Coordinator. Leads report directly to the FOH/ Volunteer Coordinator.

VOLUNTEER COORDINATOR

The Volunteer Coordinator is responsible for checking in incoming volunteers and directing new volunteers to the appropriate areas on day of concert. The VC also sets up schedules, creates passwords for all volunteers and is responsible for the general upkeep of all volunteer information.

SECTION 4: RULES & POLICIES

DRESS CODE

All volunteers are required to wear the following:

- ◆ Volunteer T-Shirt
- ◆ CLOSED TOED SHOES AT ALL VENUES / NO BACKLESS SHOES
- ◆ Amphitheatre- Khaki or jean pants / shorts (NO short shorts or mini-skirts)

- ◆ Ponte Vedra Concert Hall- Khaki or black pants or skirts. (NO jeans, shorts or mini- skirts) Dark or black shoes.
- ◆ Name tag/credentials in the form of an ID badge attached to a lanyard will be issued to you once the application process is complete and you shadow at your first concert at the Amphitheatre. This ID must be worn at every show you volunteer for. Please do not forget it.

PROFESSIONALISM & CUSTOMER SERVICE

All volunteers are expected to act in a professional manner while working/volunteering for the Cultural Events Division, this means:

- ◆ Keep your face to the incoming patrons (don't chat with other volunteers or stare at the stage while ignoring patrons).
- ◆ Abide by the dress code.
- ◆ Remain polite and respectful of staff, patrons, and other volunteers at ALL TIMES.
- ◆ Please do not speak about concerts in a negative way, the artists are sometimes walking around and can hear it. The patrons also hear this. It is unprofessional to criticize. You have every right to you opinion but there is a time and place to verbalize it.
- ◆ Please do not bring in items to be signed by the artist. This is not a good practice. We cannot have our volunteers lining up in front of patrons who have been waiting in line for such a purpose see volunteers or staff members standing in front of them to get items signed. If however it is the end of show and you have something that you would like signed or wish to purchase an item and the artist is doing an after show signing, you may get on the very end of the line to get that item signed.
- ◆ Common sense...NEVER bring in inappropriate items to be signed.
- ◆ Inappropriate contact by patrons and/or other volunteers is not tolerated. Please let me know immediately if any issues arise.
- ◆ Volunteers are not to take pictures or videos with their cell phones. If they must use their cell phone for a call for any reason, they should let someone know (if possible) and go to the plaza to make their call.
- ◆ Volunteers should never stand in front of patrons when watching the show.
- ◆ Please do not put your shoes on walls of PVCH or Amphitheatre if you are watching a show or waiting for patrons to come in to venue.

SEATING ISSUES

Volunteers, as the "staff presence" on the floor, you are the first point of contact for patrons with seating issues. In the case of a seating issue:

- ◆ Try to remedy the situation.
- ◆ Contact the section Lead.
- ◆ If they cannot remedy the issue, they will contact the VC/FOH Manager.

- ◆ In all cases, please alert management to both the problem and the solution.
- ◆ Notify nearest security or uniformed personnel if situation escalates to a dangerous point. DO NOT attempt to handle unruly patrons.

TIMELINESS

ALL VOLUNTEERS ARE EXPECTED TO BE ON TIME FOR EACH AND EVERY EVENT. Please ensure you can arrive on time before volunteering yourself for the event. Front gate/door security WILL NOT allow volunteers arriving after the gates/doors are open to enter the venue without a staff escort.

LENGTH OF SHIFTS

All shifts last from 30 minutes prior to the gates/doors opening until approximately 10:15pm (or 30 minutes before the end of the show, whichever comes first).

When Leaving:

- ◆ Leads ensure all guests are gone from your assigned area.
- ◆ Please do not leave without notifying your section Lead.

Side note: Prior to the show, you may be asked to help promote our future shows for about 10-15 minutes after the current event is over.

EQUIPMENT

All volunteers will be provided with volunteer shirts and credentials for each event. We will issue you a small flashlight in order to read tickets when seating guests and lighting walkways.

ALCOHOL / DRUG USE

Any volunteer found to be consuming alcohol, intoxicated, or under the influence of any illegal substance while volunteering at one of our venues will immediately be asked to leave the premises and not allowed to return to the volunteer staff. Dipping and other tobacco use is also prohibited during the show.

EMERGENCIES / CROWD MANAGEMENT

In the event of an emergency, encourage guests to make their way calmly and quietly to the nearest exit. Venue staff and security personnel are trained in crowd and emergency management and will immediately give direction on how to handle any emergency.

*Your safety is of the utmost importance to us, so please never put yourself in the middle of a hostile customer situation or confrontation. We are fully staffed for each event with security, police and medical professionals to assure everyone's safety.

**Our success as a venue is heavily reliant on our volunteers
The entire staff would like to welcome you and thank you for volunteering your time at
St Augustine Amphitheatre and Ponte Vedra Concert Hall
Feel Free to Check out our Websites: <http://staugamphitheatre.com>
<http://www.pvconcerthall.com>**