

# Pride Volunteer Job Descriptions

San Diego Pride is pleased to offer a wide range of volunteer opportunities to fit a variety of strengths and skills sets. Please review these job descriptions to decide how you would like to participate in the festival and / or parade. If you would like further explanation of any department or position, please contact the Pride Programs Manager at [volunteer@sdpride.org](mailto:volunteer@sdpride.org) for more detailed information.

## Icon Legend:

⊕ = Youth volunteers 15 – 17 accepted

☑ = Credentials required

## **FESTIVAL**

Festival volunteers are needed beginning on the Wednesday prior to the Festival through Monday following the Festival in July.

### ⊕ **Accessibility**

The Accessibility Team focuses on ensuring accessibility and inclusivity for all guests and volunteers with access needs for the Pride festival, parade, and all Pride events.

Accessibility volunteers work to ensure the festival is accessible to everyone. This includes placement of wheelchair ramps and accessibility banners throughout the venue, assisting attendees as sight-guides, serving as ASL interpreters and staffing the Accessibility booth.

All Accessibility volunteers will need to attend one mandatory training at the Pride office (3620 30th Street in North Park San Diego) before starting their shift(s).

### **Training dates:**

- Saturday, June 20th at 4:30 - 7:30 pm
- Tuesday, June 23rd at 5:30 - 8:30 pm
- Sunday, June 28th at 10:00 am – 1:00 pm

☑ = Credentials required for ASL Interpreters.

### **Beverage Crew**

Beverage Garden volunteer assist in the controlled and legal access to alcohol by wrist banding guests once their IDs have been checked by Security. Volunteers will also be available to assist the beverage team as needed.

### ⊕ **Community Partners**

Community Partner volunteers support the community partners during the festival. Duties may include helping to set up community partner areas, check in community partners, and breakdown community partner booth areas at the conclusion of the festival.

## **Entertainment**

### **⊛ Entertainment Artist Relations – Artist Liaison**

Entertainment Artist Relations – Artist Liaison volunteers welcome checked-in entertainers and takes care of them before and after performing at the Pride Festival. Artist Liaison volunteers will serve as a liaison between the Artist and Pride at the festival. This position ensures both the Artist and San Diego Pride have a clear understanding of the logistics and details of the performance. The Artist Liaison ensures the Artists' receive all items requested per contract from San Diego LGBT Pride and works to ensure the Artists' stay is a positive experience. Professional demeanor and appearance is required.

Entertainment Artist Relations – Artist Liaison volunteers must complete an interview with the Entertainment Artist Relations Coordinator.

### **⊛ Entertainment Check-in**

Entertainment Check-in volunteers greet, welcome and check-in festival entertainers. This includes checking-in entertainer's guests. Professional demeanor and appearance required.

Entertainment Check-in volunteers must complete an interview with the Entertainment Check-in Coordinator.

### **⊛ Entertainment Golf Cart Driver**

Entertainment Golf Cart Driver volunteers drive checked in entertainers from the Entertainment Hub to and from their performance stages. Entertainment Golf Cart volunteers must have a current / valid driver's license. Professional demeanor and appearance required.

Entertainment Golf Cart volunteers must complete an interview with the Entertainment Artist Relations Coordinator.

Volunteers will be required to operate a golf cart and must be 18 years old or older and have a current / valid driver's license.

### **⊛ Entertainment Hospitality**

Entertainment Hospitality volunteers see to the well-being of the Festival Entertainers ensuring the Entertainer hospitality area and backstage areas are running smoothly. Entertainment Hospitality volunteers will help set up and break down, equipping, monitoring and cleaning dressing rooms, control access to stage areas; stock refreshments; and troubleshoot as needed.

Entertainment Hospitality volunteers must complete an interview with the Entertainment Hospitality Coordinator.

### **Exhibitor Relations**

Exhibitor relations volunteers will welcome and service the festival exhibitors helping them check in, set up, troubleshoot, and assist with exhibitor needs at the Pride festival. Anything from answering general questions to helping obtain more chairs and various other items for exhibitor booths to informing the right department if the exhibitor is experiencing a power outage.

Volunteers will be moving and walking and must be able to walk the distance of the festival site. Volunteers will be on their feet most of the shift.

Volunteers may be required to operate a golf cart and must be 18 years old or older and have a current / valid driver's license.

#### **⊕ Festival Emergency Exit Team**

Festival Emergency Exit Team (FEET) volunteers will staff the festival perimeter emergency exits. Volunteers assist with emergency exit management in the event of an evacuation as well as help deter 'fence jumpers.' FEET volunteers will operate a handheld two-way radio and shoulder mic / earpiece communication equipment and shall understand and practice de-escalation procedures, practices, and hands-off response. Volunteers need to remain flexible in posting assignments to ensure the needs of the festival are met. This is a stationary / non-physical volunteer assignment.

#### **⊕ Festival Entrance (Main and Juniper)**

Festival Entrance department volunteers assist ticketed guests enter the festival, as quickly as is practical, while ensuring the safety of each person.

Responsibilities include:

- Organizing crowds into control points for entry
- Scanning of tickets from our guests
- Direct anyone with a backpack, large bag, cooler or container to the bag check area
- Hand stamping those leaving the festival in order to reenter
- Setup, operation, and breakdown of the assigned gate

#### **Festival Event Support**

Festival Event Support volunteers will assist before, during, and after the Festival doing a myriad of odd jobs to help the festival run smoothly. Volunteers will be moving and walking and must be able to walk the distance of the festival site. Volunteers will be on their feet most of the shift. This is a physical job in that the volunteer may get dirty and dusty. The volunteer must be able to lift and carry up to 40 lbs. Volunteers may substitute in areas of the Festival short of volunteers.

#### **⊕ Pre-Festival Set-up**

Volunteer will help set up the festival on the Wednesday, Thursday, and Friday prior to the actual festival. This includes hanging green screen, setting up tables and chairs, unloading festival supplies, and performing a myriad of other tasks as assigned to prepare the festival grounds for Saturday and Sunday. Must be able to understand, practice, and perform team lift of up to 40 lbs. Volunteers will be moving, walking and on their feet throughout their shift. This is a physical job in that the volunteer may get dirty and dusty.

Volunteers may be required to operate a golf cart and must be 18 years old or older and have a current / valid driver's license.

### **⊕☑ Festival Event Support**

Festival Event Support volunteers will be dispatched in various size teams to attend to festival matters requiring an immediate or timely response. Volunteers will perform a myriad of assignments throughout their shift that will assist in the smooth operation of the festival. This is a physical job in that the volunteer may get dirty and dusty. Volunteers must be able to understand, practice, and perform team lift of up to 40 lbs. Volunteers will be moving and walking throughout their shift. Volunteers may be assigned to festival departments that require substitution or need for additional volunteers.

☑ Volunteers may be required to operate a golf cart and must be 18 years old or older and have a current / valid driver's license.

### **⊕☑ Post Festival Breakdown**

Festival Event Support Breakdown volunteers will work to remove green screen, breakdown tables and chairs, load festival supplies, and perform a myriad of other tasks to prepare Pride festival equipment for storage. Must be able to understand, practice, and perform team lift of up to 40 lbs. Volunteers will be moving and walking throughout the festival grounds for the duration of their shift. This is a physical job in that the volunteer may get dirty and dusty.

☑ Volunteers may be required to operate a golf cart and must be 18 years old or older and have a current / valid driver's license.

### **Festival Guest Relations**

The Festival Guest Relations volunteers serve as a roving 'Pride Ambassador' to Festival Guests and are a visible, roving part of the Pride Information Booth team. Guest relations volunteers will rove inside and outside the festival assisting guests and Pride Festival team where needed. Guest relations volunteers will serve as additional eyes and ears to anticipate, spot and report potential guest / festival safety matters.

Guest relations volunteers will be moving and walking and must be able to walk the distance of the festival site. Volunteers will be on their feet most of the shift and will operate a handheld two-way radio and shoulder mic / earpiece communication equipment and shall understand and practice de-escalation procedures, practices, and hands-off response.

### **☑ Festival Medical Volunteers**

Festival Medical volunteers support a wide range of medical needs that may arise during the festival. EMTs, paramedics, nurses, doctors, and any other health professionals are encouraged to apply. Must be 18 years of age or older. Volunteers will be moving and walking and must be able to walk the length of the festival. Volunteers will be on their feet most of the shift.

☑ Medical volunteers must have current and valid Basic Life Support certification for Health Care Professionals, First Aid, and CPR certification.

☑ Volunteers may be required to operate a golf cart (must be 18 years old or older and have a valid driver's license).

### **Golf Cart Crew**

Golf cart volunteer will check out carts to authorized people and verify IDs to ensure persons checking out a cart have read and signed the cart agreement prior to receiving a cart key. Duties also involve keeping an accurate log of persons checking out and returning carts and ensuring carts are cleaned each day and have full gas tanks.

Volunteers may be required to operate a golf cart (must be 18 years old or older and have a valid driver's license).

### **Hospitality**

Hospitality volunteers will assist in stocking food and beverages in the Pride Village for volunteers to eat and drink throughout the day. They will keep the hospitality area clean, placing new food out when necessary and throwing out old food when appropriate. Volunteers will restock drinks and ice in the cooler to ensure cold drinks are available to volunteers.

### **Incident Team**

Festival Incident Volunteers will take and fill out after action incident reports involving Medical, San Diego Fire, Police, and Festival Security. Volunteers will take reports in written and electronic form and must be able to operate tablet or other handheld device to complete Incident Report Form. Additionally Incident volunteers must be able to operate a handheld two-way radio and shoulder mic / earpiece communication equipment and be comfortable in working directly with first responders (ie: Fire, Police, medical, security) in a professional manner. Volunteers will be moving and walking throughout their shift.

### **Information Center**

Tasks involve general resource assistance for Festival guests. Information volunteers will distribute and explain festival maps, entertainment schedules, as well as manage Lost and Found items; and provide assistance with wheelchair recharging stations. Information Center volunteers will also have the ability to receive and record guest complaints.

### **Merchandising**

Merchandise volunteers ensure friendly, efficient, and accurate sales of San Diego Pride merchandise, which includes providing excellent customer service and care cash handling procedures.

### **Photography**

Festival Photographers ensure the culture and significance of the festival is captured visually on camera. Festival photographers commit to a full day shift (6-8 hours).

**Note:** All photographs become the property of San Diego Pride.

Photography volunteers must complete an interview with the Pride Photography Coordinator and submit a small portfolio of their work to qualify.

### ✦ **Pride Village**

Pride Village volunteers will manage the volunteer check in and re-entry at the Festival. They will greet volunteers, check-in volunteers, distribute t-shirts, and assist volunteers as needed.

### **Pre Festival / Post Festival**

Pride Village volunteers will ensure smooth preparation for volunteers on the Wednesday, Thursday, and Friday prior to the festival, as well as on the Monday following the festival. This includes volunteer check-ins, sign-up walk-up volunteers and hospitality assistance.

### **During Festival:**

Pride Village volunteers assist with the festival day of check-in of volunteers and assist in the on-time arrival at assigned workstations. Pride Village volunteers greet and check-in volunteers upon arrival, distribute volunteer T-shirts, and escorts volunteers to workstations.

### ✦ **Radio / Communications**

Radio / Communication volunteers are responsible for signing out and signing in radios on a daily basis. Additional responsibilities include keeping radios fully charged as well as monitoring radio communications at the festival and parade and connecting various managers, coordinators, and event staff to the appropriate parties. Volunteers will operate a handheld two-way radio and shoulder mic / earpiece communication equipment. This position requires close attention to detail and careful observance of all radio communications and policies.

### ✦ **Shuttles**

Festival Shuttle volunteers are often the first and last Pride person a guest encounters. Shuttle volunteers take charge of the shuttles to and from the parade and festival. Shuttle volunteers help guests line up for the shuttle and assist in loading the shuttle buses. Will call for ADA shuttle vans as needed. Volunteers will operate a handheld two-way radio and shoulder mic / earpiece communication equipment.

### ✦☑ **Sign Crew**

Sign crew volunteers assist in the hanging of signs, banners, and vendor numbers around the festival and at the parade as well as take inventory of signs at the conclusion of the Festival. This is a physical job in that the volunteer may get dirty and dusty. Volunteers must be able to understand, practice, and perform team lift of up to 40 lbs. Volunteers will be moving and walking throughout their shift.

☑ Volunteers may be required to operate a golf cart (must be 18 years old or older and have a valid driver's license).

### **Sponsor Relations**

Sponsor Relations volunteers will support the Pride sponsors at the Festival and Parade. Volunteers will require elevated dress code, be comfort with public speaking, a can-do attitude, and problem solving to ensure the needs of our sponsors are met. Volunteers may work at the Festival checking in Sponsors or at the Festival or Parade supporting the Sponsors during the events.

### ⊛ **Supply Team**

Festival Supply volunteers will assist in the coordination, inventory, distribution and collection of Festival supplies. Supply volunteers must be able lift 40 lbs and understand team lift procedures.

### **VIP**

VIP volunteers may assist at the VIP Beverage Garden and / or the VIP Festival Entrance. Pride VIP volunteers require elevated professionalism, comfort with public speaking, a can-do attitude and problem solving to ensure the needs of our VIP guests are met.

### **VIP Beverage Garden**

VIP beverage garden volunteers will ensure the controlled and legal access to the VIP beverage garden by wrist banding guests once their IDs have been checked by Security. Volunteers will also staff beverage garden exits and help keep beverage garden clean.

### **VIP Entrance**

The VIP entrance volunteers will assist ticketed VIP guests enter the festival, as quickly as is practical, while ensuring the safety of each person. They will assist in wrist banding VIP guests and providing information to VIP guests as needed.

### ⊛ **Water/Ice Sales**

Water and Ice volunteers manage the sales of water and ice to the Festival exhibitors. Will also distribute water and ice to entertainment, community partners (see list), and Pride Village as needed. Water and Ice volunteers will provide excellent customer service and pay special care to cash handling procedures.

Volunteers may be required to operate a golf cart (must be 18 years old or older and have a valid driver's license).

## **PARADE**

Parade volunteers are needed the Friday before the parade and all day Saturday, the day of the Parade.

### ⊛ **Parade Breakdown**

Parade Breakdown volunteers assist in the breakdown of the parade. Volunteers will be taking down pop up tents, tables and chairs as well as removing parade signage, loading street signs, blockades, trash receptacles, and recycle bins. This is a labor-intensive position. Volunteers will be moving and walking and must be able to walk the length of the parade. Volunteers will be on their feet most of the shift. This is a physical job in that the volunteer may get dirty and dusty. The volunteer must be able to lift and carry up to 40 lbs.

### ⊛ **Parade Contingent Check-In**

Contingent Check-in volunteers assist with the check-in and line-up of Parade contingents. This includes greeting and checking in contingents upon arrival and giving out line-up numbers to parade contingents.

### ⊛ **Parade Finish Line**

Parade Finish Line volunteers ensure the smooth flow of parade contingents (floats, vehicles and marchers) at the end of the parade to prevent unnecessary traffic delays by guiding participants strategically off the parade route. Volunteers will be moving and walking and must be able to walk the length of the parade finish line area. Volunteers will be on their feet most of the shift.

### ⊛ **Parade Information Center**

Information Center volunteers serve as a font of Pride information for Parade participants and attendees. Volunteers distribute parade staging information, as well as festival information maps. The Parade Information Center also serve as parade staging lost and found.

### ⊛ **Parade Marshal**

Parade Marshal volunteers support the safety of the parade contingents and spectators by monitoring parade contingents and spectators to ensure parade rules are being followed. Volunteers work to keep contingents on a steady pace in the parade to prevent gaps as well as assist with crowd control by keeping crowds back from the parade route. Volunteers will be moving and walking and will be on their feet most of the shift.

### ☑ **Parade Medical Volunteers**

Parade Medical volunteers support a wide range of medical needs that may arise during the parade. EMTs, paramedics, nurses, doctors, and any other health professionals are encouraged to apply. Must be 18 years of age or older. Medical volunteers will be moving and walking and must be able to walk the length of the parade. Volunteers will be on their feet most of the shift.

☑ Medical volunteers must have current and valid Basic Life Support certification for Health Care Professionals, First Aid, and CPR certification.

☑ Volunteers may be required to operate a golf cart (must be 18 years old or older and have a valid driver's license).

### ⊛☑ **Parade Photography**

Parade Photographers ensure the culture and significance of the parade is captured visually on camera. Parade photographers commit to a full day shift (6-8 hours).

**Note:** All photographs become the property of San Diego Pride.

☑ Photography volunteers must complete an interview with the Pride Photography Coordinator and submit a small portfolio of his/her work to qualify.

### ⊛ **Parade Set Up**

Parade Set-up volunteers assist in the set-up of the parade. Volunteers will be setting up pop up tents, tables and chairs as well as parade signage, street signs, blockades, trash receptacles, and recycle bins. This is a labor-intensive position. Volunteers will be moving and walking and must be able to walk the length of the parade. Volunteers will be on their feet most of the shift. This is a physical job in that the volunteer may get dirty and dusty. The volunteer must be able to lift and carry up to 40 lbs.

### ⊕ **Parade Staging**

Parade Staging volunteers set-up of the staging plan and ensure an organized staging area at the start of the parade. They coordinate the parade line-up in the staging area. Volunteers will be moving and walking and must be able to walk the entire parade staging area. Volunteers will be on their feet most of the shift.

### ⊕ **Parade Volunteer Check-In**

Check-in volunteers assist with the check-in and organization of volunteers. This includes greeting and checking in volunteers upon arrival, distributing volunteer T-shirts, and escorting them to workstations.

## **RALLY**

### ⊕ **Rally**

Rally volunteers assist in the set up and breakdown of the Spirit of Stonewall Rally. This entails set up and breakdown as well as assisting in coordination of the event. This is a labor-intensive position. Volunteers will be moving and walking and on their feet most of the shift. This is a physical job in that the volunteer may get dirty and dusty. The volunteer must be able to lift and carry up to 40 lbs.

### ⊕ **Rally VIP Reception**

Rally VIP Reception volunteers will assist at the Rally VIP reception. Volunteers will help set up, serve as greeters and servers, welcoming guests, serving guest passed trays of food and doing light clean up after the reception. Volunteer attire is business casual.