



20th Annual Colorado Dragon Boat Festival Volunteer HQ Operations Manual July 23-24, 2022

Volunteer HQ Area

Volunteers are the lifeblood of every nonprofit. Colorado Dragon Boat is known for having hundreds of volunteers onsite for the festival year after year. In order to manage and empower our volunteers we have a Volunteer Chair who runs a committee of Volunteer volunteers. This is a very important role at the festival and requires a person who is very organized and has experience with volunteer management. Most of the work for this position is done before the festival.

Volunteer Co-Chairs (Volunteers)

This position coordinates, manages and serves as the liaison between the Volunteer HQ area and the other Festival Areas. Responsibilities include solicitation and recruitment of day of volunteers, management and tracking of volunteer applications, assigning volunteers for the festival and onsite duties. The Volunteer Chairs will work with the Executive Director and Operations Team on placement of volunteers. The Volunteer Chairs will be onsite to assist with set-up, implementation, and management of Volunteer HQ for both days of the festival.

Pre-Festival Tasks:

- Solicit & recruit onsite volunteers
- Work with Ops Team to come up with volunteer assignments/ needs
- Assign Volunteers for the days of the festival
- Collect waivers and all necessary information from volunteers
- Communicate with volunteers prior to the festival to empower their success

Onsite Tasks:

- Checking Volunteers in and out of the festival
- Onsite supervision of Volunteers and Volunteers HQ
- Providing Volunteers with a T-shirt & Swag bag as a thank you
- Providing a mini orientation to ensure our volunteers are set up for success
- Having a volunteer committee member lead each volunteer to their assigned area

Qualities Include:

- Self-starters who have the ability to delegate and motivate
- Responsible and reliable and has good organizational and planning skills
- Ability to take tasks from conception to execution without supervision
- Keen understanding of Asian American Pacific Islander (AAPI) cultures and communities and the ability to treat all communities fairly for the betterment of the whole
- Ability to work with a wide variety of stakeholders from Executive Director, Volunteer Manager, Operations Committee, & festival contractors
- Demonstrated ability to manage strategically, juggle daily work requirements and unanticipated demands while making progress on long-term goals
- Willingness and ability to attend 85% of Operating Committee meetings from January to August

Volunteer HQ Goals:

- Support all volunteers at the festival through smooth communication and engagement
- Ensure all volunteers have a signed waiver, swag bag, festival T-shirt, and an empowered attitude.
- Thoroughly train and communicate to volunteers to ensure smooth operations

Responsibilities:

- Attend Operations Committee Meetings
- Work with CDBF Media team to solicit and recruit volunteers
- Manage and track all volunteer registrations
- Collect all waivers from volunteers prior to the festival
- Provide website and program book content
- Assist the Festival staff and production team with set up and tear down onsite Friday-Sunday of the Festival
- Onsite management of Volunteer HQ the days of the festival

2022 Volunteer Schedule

Task:	Assigned to	Timeline/schedule:
• Attend 85% Operating Committee meetings (55-60 hours)		Jan-August
• Update Volunteer Waivers	X	Feb
• Check area web content for accuracy	X	Mar-Aug
• Maintain volunteer data and create contact list		Mar-Aug
• Meet with Production to go over supply/equipment order, & booth placement		May
• Send out acceptance (e-mail) with assignment and waiver		June
• Submit content for program book		June
• Proofread festival program booklet		July 1 st
• Proofread website content after program book goes to press		July
• Take inventory of Volunteer HQ Bin in storage: <ul style="list-style-type: none"> • Rags • Bleach • Sanitizer • Paper towels • Gloves • Masks 		July
• Volunteer Festival T-Shirts		
• Volunteer Swag Bags		
• Volunteer Binders (print out roster/spreadsheet July 22 nd)		
• Close all Volunteer Sign-Ups		July 11 th
• Confirm all Volunteers have a signed Waiver		July 15 th
• Send out "Day of Volunteer" Instructional Emails		July 18 th
• Work with Volunteer Manager to Create Swag Bags + T-Shirts		July 18 th -22 nd
• Set-up festival area		Friday noon
• Onsite Management of Festival Volunteers		July 23 rd & 24 th
• Document lessons learned with ED		7-14 days post festival
• Work with staff in crafting Volunteer Post-Event Survey		7-14 days post festival

2022 Volunteer Chairs Onsite Schedule: July 23rd - July 24th

Task:	Assigned to	Timeline:
Saturday, July 23rd		
• Arrive at Quartermaster pick up radios, bins, supplies		6:30am
• Pick up golf cart and deliver equipment/ supplies to Volunteer HQ		6:30am
• Set Up and Open Volunteer HQ		6:30am
• Set Up Volunteers Check-In (<i>Set Up Crew: 7am – 9am</i>)		6:30am - 7:00am
• Morning Shift Volunteers Check-In (<i>8am- noon</i>)		7:30am - 8:00am
• Festival Opens to the public		10:00am
• Lunch Shift Volunteers Check-In (<i>11am -3pm</i>)		10:30am -11:00am
• Afternoon Shift Volunteers Check-In (<i>2pm – 6pm</i>)		1:30pm – 2:00pm
• Evening Shift Volunteers Check-In (<i>5pm – 7pm</i>)		4:30pm – 5:00pm
• Tear Down Volunteers Check-In (<i>5pm – 7pm</i>)		5:30pm – 6:00pm
• Onsite management		All Day
• Close Down Volunteer HQ		End of day
• Meet back at Quartermaster for end of day regroup (Bring Lost & Found with you)		End of day
Sunday, July 24th		
• Arrive at Quartermaster pick up radios, bins, supplies		6:30am
• Pick up golf cart and deliver equipment/ supplies to Volunteer HQ		6:30am
• Set Up and Open Volunteer HQ		6:30am
• Set Up Volunteers Check-In (<i>Set Up Crew: 7am – 9am</i>)		6:30am - 7:00am
• Morning Shift Volunteers Check-In (<i>8am- noon</i>)		7:30am - 8:00am
• Festival Opens to the public		10:00am
• Lunch Shift Volunteers Check-In (<i>11am -3pm</i>)		10:30am -11:00am
• Afternoon Shift Volunteers Check-In (<i>2pm – 6pm</i>)		1:30pm – 2:00pm
• Tear Down Volunteers Check-In (<i>4pm – 6pm</i>)		3:30pm – 4:00pm
• Onsite management		All Day
• Close Down Volunteer HQ		End of day
• Meet back at Quartermaster for end of day regroup (Bring Lost & Found with you)		End of day