Volunteer Director

(Reports to Executive Director of Guest Relations)

Operational Parameters & Management Scope – Volunteer Leadership Position –

1. Core Departments Managed

The **Volunteer Director** oversees all volunteer recruitment, scheduling, training, and on-site support for GeekFest West. This position ensures every department receives adequate staffing coverage and that all volunteers are properly trained, appreciated, and managed in line with the organization's standards and policies.

Department	Description	Sub-Leads / Key Roles
Volunteer Recruitment & Outreach	Coordinates recruitment drives, social media postings, and screening of applicants.	Recruitment Coordinator
Scheduling & Placement	Assigns volunteers to departments, shifts, and special projects based on availability and skills.	Scheduling Lead
Training & Orientation	Designs and conducts volunteer orientation sessions, training guides, and safety briefings.	Training Coordinator
On-Site Operations & Check-In	Manages volunteer HQ, tracks attendance, and handles shift replacements or emergencies.	Check-In Captain, HQ Lead
Volunteer Recognition & Retention	Oversees appreciation programs, awards, and post-event recognition efforts.	Retention Coordinator

2. Decision Authority Parameters

This person has operational and administrative control over all volunteer-related systems and activities, under the direction of the Executive Director of Guest Relations.

Area	Authority Level	Notes
Volunteer Recruitment	Full authority to recruit, screen, and recommend new volunteers.	Final onboarding approval by Executive Guest Relations.
Scheduling & Assignments	Full authority to create, manage, and publish volunteer schedules.	Must coordinate with all Department Heads for needs.
Training & Conduct Policies	May establish volunteer expectations and training procedures.	Policies reviewed annually by Executive Guest Relations.

Area	Authority Level	Notes
Disciplinary Actions / Dismissals	Can issue warnings and recommend removal of volunteers for cause.	Must report incidents to Executive Guest Relations.
Volunteer Perks / Recognition	Can recommend incentives, awards, and appreciation programs.	Subject to Finance approval if costs are incurred.

3. Performance & Success Metrics

Each festival year, this position is measured on **recruitment strength, volunteer satisfaction, and operational reliability.**

Metric	Target Example	Source
Total Volunteer Count	150–250 trained volunteers per event	Volunteer Database
Shift Fill Rate	95% of all scheduled shifts staffed	Scheduling Logs
Training Completion Rate	100% of volunteers complete orientation	Training Attendance Records
Volunteer Retention Rate	75% returning from prior year	Post-Event Data
Incident Resolution Rate	All volunteer issues resolved within 24 hours	HQ Log Reports

4. Pre-Event Planning Milestones

Timeline	Milestone	Deliverable
Q1 2026	Launch volunteer recruitment campaign and update application forms.	Recruitment portal live.
Q1 2026	Begin accepting applications and conducting interviews.	Applicant database created.
Q1 2026	Publish initial department staffing requests and start assignments.	Draft volunteer grid distributed to leadership.
March 1st 2026	Conduct volunteer orientation sessions and confirm shift coverage.	Final schedule version 1 released.
June 15th 2026	Finalize all volunteer confirmations and distribute badges/uniforms.	Master roster and check-in plan approved.
Event Week	Operate Volunteer HQ, monitor attendance, resolve conflicts, and report status daily.	Daily shift report and Post-Event Summary.

5. Interdepartmental Interfaces

This position interfaces across all departments to ensure volunteer coverage and quality of service:

- With **Executive Guest Relations:** Oversight, incident reporting, and alignment with guest-facing standards.
- With **Operations Director:** Shift coordination for logistics, load-in/load-out, and on-site control.
- With **Finance Director:** Budgeting for uniforms, meals, and appreciation materials.
- With **Programming & Events Directors:** Scheduling for panels, stages, and workshop rooms.
- With **Marketing Director:** Promotion of volunteer recruitment and public recognition campaigns.
- With **Security Team / Venue Staff:** Coordination on safety, emergency procedures, and check-in protocols.

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6. Out-of-Scope Boundaries

To avoid overlap and ensure clarity:

- Does not approve or manage paid staff or contractors.
- Cannot alter or override departmental volunteer requests without Executive approval.
- Does not manage guest or celebrity liaisons directly.
- Cannot authorize expenses beyond pre-approved volunteer budgets.
- Not responsible for external event security or third-party staffing vendors.

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7. Documentation & Reporting

- Maintain a **Volunteer Master Tracker** (Zoho / Excel) with all applications, schedules, and contact information.
- Provide **Weekly Pre-Event Reports** to Executive Guest Relations summarizing recruitment progress.
- Submit a **Post-Event Volunteer Report** detailing attendance, retention, and feedback.
- Archive all volunteer forms, waivers, and evaluations for future recruitment and audit purposes.