**SWEET PEA COMMITTEE: FAV & ONLINE SALES TIMELINE & JOB DESCRIPTION**

**Assistance:** A team of volunteers to staff FAV wristband pick-up (Merchandise team has offered to help with distribution at Jacobs Crossing) and volunteers to staff the Will Call booth at Festival (coordinate with Admission Volunteers)

**Hours:** FAV wristband pick-up – prior to 2017 pickup has been Thursday prior to Festival in Jacobs Crossing lobby 10a.m – 6 p.m. This didn’t work well because it was just one day. In 2017 FAV pickup was at the Bite, Music on Main and at Will Call. Hours were:

Fri. 3:00 p.m. - 9:00 p.m.  
 Sat. 9:00 a.m. - 9:00 p.m.   
 Sun. 10:00 a.m. – 4:00 p.m. (confirm park hours each year)

**Misc:** Committee Chair must be available Festival weekend 1 hour prior to gates opening to help the Admissions team man Admissions HQ, checking volunteers in/out and running supplies to booths. Admissions division/committees work closely with each other and often will overlap duties.

**On-Going:**

* Track the hours you’ve volunteered monthly; keep your own record to submit to the office at yearend or email your hours when requested by the office
* Be an ambassador for the Festival; recruit Festival-time volunteers and potential board member candidates
* Keep Division Coordinator apprised of your progress and include him/her on documents sent to the Exec. Director for review and approval
* Attend Sweet Pea Board meetings
* Review all meeting minutes for accuracy and to keep up with what’s going on if a meeting is missed
* Provide Exec Director with newsworthy happenings in your committee to post on social media

**January-April:**

* Review the budget as prepared by the Executive Director and Finance Committee; offer input before approval by the Board
* Submit expense estimate budget to Secretary/Treasurer and Division Coordinator before expenditures begin. Watch for the deadline on this to be given by Secretary/Treasurer each year
* Famaliarize yourself with the FAV requirements. Suggest any needed changes to the Board
* Famaliarize yourself with the Eventbrite software in preparation to set up online sales in May
* Communicate your volunteer staffing needs for the Will Call booth with Admission Volunteers so they can include your needs in their schedule on VolunteerLocal.

**May:**

* Set up Eventbrite to start taking online admission sales of 3-day wristbands
* Track online sales up to Festival and answer customer questions that come through the ticket agent
* Provide the Schedule of Events Chair any necessary information for inclusion in the yearly schedule brochure
* Remind the Board how the FAV program works – give a summary of number of hours required, how the committee decided volunteers will pickup free wristbands this year

**June:**

* Work with the Performing Arts team to get the number of performer wristbands needed by each of their groups. Coordinate pick-up days and times. Music may also request backstage passes instead of wristbands.
* Work with PR Chair concerning needs for press passes. Coordinate pick-up days and times
* Coordinate with Marketing on number or wristbands needed for media outlet contests
* Continue tracking online ticket sales and responding to customer questions

**July:**

* Ensure Merchandising team is still on board to assist with FAV wristband pick-up at Jacobs Crossing
* Print FAV forms (volunteer agreement to pay for wristband if they do not show for their shift) or copy at SPF office to have on hand at all pickup locations and Admissions training session
* Attend the envelope stuffing party to fill out shift envelopes and organize wristbands for on-site needs.
* Continue tracking online ticket sales and responding to customer questions
* Assist with the selling of admission wristbands at the Farmer’s Market and the Bite of Bozeman & Music on Main
* Send a final email reminder to online ticket purchasers reminding them where the Will Call booth is located and the hours wristbands are available for pick-up

**August:**

* Coordinate with Admission Volunteers Chair on the sending of an email/text or calling of volunteers, per their indicated preference on Volunteer Local, reminding them of their volunteer shift for Will Call. (Admissions Volunteer Chair takes care of contacting all the other Admissions volunteers.)
* Compile a spreadsheet from VolunteerLocal listing all volunteers eligible to receive a free wristband. Have this list at the pre-Festival training and all distribution at Jacobs Crossing and will call.
* Attend the Admissions pre-Festival training session and administer FAV wristband pick-up
* Pull the list of online ticket purchasers for the Will Call booth
* Help set-up Admissions HQ on Friday afternoon of Festival weekend.
* Be present at Festival, work your ass off.
* Assist with HQ/Admissions Check In area tear down on Sunday evening, post-Festival.
* Submit all individuals and business names that assisted or contributed this year to Executive Director for thank you page on website.
* Export list of volunteers from Volunteer Local and remind Sweet Pea office to upload email list to SPF office server. Print a copy for your binder.
* Submit feedback on this year’s events – fill out and return evaluation form distributed from office staff.

**August-September:**

* Prepare a final summary of online sales
* Reconcile no show volunteers with those that received free admission bands. Coordinate with the Executive Director on contacting no shows to receive reimbursement per the FAV contract
* Email volunteers through VolunteerLocal portal and thank them and ask for feedback.
* Submit all invoices to the office as they are received. All receipts/personal reimbursements are due by Oct. 2nd.