



# INTERNATIONAL CLARINET ASSOCIATION

ICA ClarinetFest® Volunteer Coordinator Responsibilities and Information  
(updated 2024)

## **Works with the ClarinetFest® Volunteers**

1. Needs to communicate with the volunteers to find out their strengths and preferences and determine where they can be best utilized. The Artistic Director(s) will also be able to provide some details of the volunteers if they know them personally.
2. Should create the work schedule so that it coordinates with the events of the conference. The schedule conflicts should be learned ahead of time. It would be very helpful to the volunteers if they know their work schedules as soon as possible. However, as last-minute changes are likely, it should be advised that the final schedule be provided no earlier than one week before the start of ClarinetFest®.
3. Should try to limit the work hours for each volunteer to the minimum so that the work distribution is fair, and everyone can relax and enjoy the conference. Volunteers will receive free registration to ClarinetFest® if they work at least 15 hours each. (During years when the quantity of volunteers may be an issue, we may require a minimum of 20 hours.)
4. VC must adjust schedule as needed throughout the conference.
5. Communicate and stay in communication with all volunteers from the time they register as volunteers (as early as January with confirmation emails of volunteer registration) until the end of the conference (“thank you for your hard work”/“please join us again next year” emails).
6. Consult with AD(s) to find a safe space at main location for volunteer ‘headquarters’. This location holds the big schedule of all events and volunteers for each day. Volunteers can use it for storage of registration materials to be replenished at the registration tables as needed. It can also be used as a safe space for the volunteers.
7. Keep volunteer registration Google Form up to date prior to open call for volunteers.
8. Create an Excel file of all volunteers as registrations are submitted.
9. Prepare and host Volunteer Orientation Meeting the day prior to the opening of the conference. This is required of all volunteers. It should involve introductions, training, site tour, stuffing of conference bags, and any set-up that needs to occur.

## **Volunteer Coordinator works with the ClarinetFest® Artistic Directors and ICA Executive Director**

1. Connect with conference Artistic Team/Hosts, ICA Executive Director, and Social Media Chair to advertise volunteer opportunity.
2. Communicate with Artistic Team to receive a list of volunteer Team Leaders that are supported/referenced by the Artistic Team (or other persons deemed trustworthy). Team leaders needed: Stage Manager Lead, Usher Lead, Registration Lead, Clarinet Choir Lead(s), Monitor Lead, Exhibit Lead(s).
3. Acts as a liaison between the volunteers and the Artistic Director/Team.
4. Be prepared to communicate with Operations Staff at the venues on the ClarinetFest® site.

### **Tentative Yearly Timeline**

**Fall Months** – digitally introduce yourself to the conference Artistic Team

**January** – begin advertisements/call for volunteers to social media and through ICA email (work with Executive Director to coordinate)

**March-May** – If unable to visit the sites in person, reach out to the Artistic Team for blueprints of the locations to help you prepare volunteer needs. Ask about any other needs that Artistic Team will need from the Volunteers.

**May 15/June 1** – deadline for volunteer registration submissions (this can be adjusted as needed; coordinate this date with the ICA Executive Director).

**June 1** – Email all volunteer registrants and ask for confirmation of attendance BEFORE making entire volunteer schedule.

**June 15** – deadline for volunteer confirmation. If no confirmation, do not put person on schedule. If you receive a confirmation after the deadline, then you can add person to schedule.

**June 29** – Volunteer orientation meeting; provide tours to all volunteers; go over volunteer job duties and introduce Team Leaders; fill all conference participant bags.

**During Conference** – Send daily email of encouragement and to ask for volunteers to pick up any dropped shifts. Adjust schedule for next day as issues arise.

**After Conference** – Wrap-up any loose ends. Send thank you email to all volunteers, etc.

### **Volunteer Jobs**

As each ClarinetFest® is undoubtedly unique, volunteer needs may change. The Volunteer Coordinator should communicate with the Artistic Director(s) to make sure that all needs are covered. Below is a general list of jobs for which volunteers are needed:

1. Registration – The most trustworthy, organized, and intelligent individuals should be assigned to work at the registration area. They should also display good people skills as they will be dealing directly with the conference registrants, artists, presenters, and exhibitors. This job requires dealing with credit card transactions, making change in cash transactions, and using online software for registrations. (NOTE: The training for this particular job will be provided by either the Executive Director or his/her/their assistant.) The volunteer coordinator should identify registration shift leaders that will

be able to answer most questions related to registration. There should always be one individual capable of fielding these questions per shift.

2. Bag Stuffing – Each conference attendee will receive a complimentary ClarinetFest® bag that contains a program book, area maps, sponsor advertisements and/or promotional items, etc. We will need volunteers prior to the first day of the conference (usually at some point during the orientation meeting) to stuff these bags.
3. Badge Checking/Security – Registration badges are color coordinated (All Access, Exhibitor, Exhibits Only, Day Pass, etc.), so volunteers will need to learn the color codes for the different types of registrations. Badge checkers are needed for the entrances for each hall and for the exhibit space to check badges and enforce security. The Volunteer Coordinator should consult with the Executive Director to see how many volunteers are needed for the exhibit space as the needs are different every year.
4. \*Page Turning – For obvious reasons, only individuals that are qualified and comfortable with this job should be assigned to do page turning. Prior experience is desired. Proper attire is required. **\*Page turning is becoming less of a need. It was pretty much non-existent/eliminated for the 2019 conference due to the use of iPads, etc.**
5. Stage Set-up – It is important for these volunteers to learn exactly what the stage requirements are for their particular event. Please note that this job may or may not require some piano moving. Also, it may or may not require lighting work as well, so this would need to be determined ahead of time. Usually, the lighting can be done by the stage crew.
6. Artist Assistance – This is not always necessary, but sometimes it is helpful to have someone available to assist artists. For instance, if the green room/warm-up room is not nearby or in an obvious location, someone should be present to guide the artist to that location. If no one is available, there should be signs available to inform the performers where they can leave their cases and warm up. Sometimes artists request water, and we usually have some in the registration area. But in general, ClarinetFest® artists tend to be pretty laid back and are not demanding.
7. \*Audio/Visual – This job is usually taken care of by the Artistic Team as some sites require the use of their own union staff, but the Volunteer Coordinator should communicate with the Artistic Director(s) about this to see if volunteers are needed for this area. **\*From the 2019 conference, VC suggests that the support for the Audio/Visual needs of performers be covered by the ICA/Artistic Team hiring professionals (or having a knowledgeable team in place). There is NO GUARANTEE that a volunteer will be available to cover these needs.**
8. Transportation – Sometimes Artistic Director(s) will request transportation for certain artists. This is not always the case, but the Volunteer Coordinator should consult with the Artistic Director(s) to see if there are any needs for drivers.
9. Conference Clarinet Choirs – Job responsibilities: mainly, setting up and tearing down of rehearsal space, other duties as needed by director of groups.
10. Team Leaders – Team Leaders will be given responsibility over one volunteer aspect (from above list). TLs will answer questions from those are who doing that specific job and help those volunteers with any needs required of that job. TLs will report to VC if

there are any issues or emergencies that are outside of the specific job responsibilities. TLs are recommended by the Artistic Team or other trusted references.

### **Volunteer Coordinator Extras/Perks/Misc.**

1. The ICA will comp a room for the VC in the conference hotel.
2. VC registration fee for conference is waived.
3. VC tenure is 4 years (4 conferences in the United States) – 1<sup>st</sup> year overlaps with previous VC to train; years 2 and 3 are solo; 4<sup>th</sup> year is a training year with new VC.
4. VC is typically recognized at the awards ceremony during the 4<sup>th</sup> year (or final year if serving fewer or more conferences) as VC.