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# Volunteer Opportunities 2016



## BEHIND THE SCENES EXPERIENCE . THE VOLUNTEER WAY.

*Volunteers are a vital part of helping us achieve the continued success of this exciting event.*

*With over 15 opportunities to choose from you are sure to find a role that you will enjoy!*



# OCTOBER 1 & 2. 2016

MCALLEN CONVENTION CENTER • 700 CONVENTION CENTER BLVD. • MCALLEN. TX.

REGISTER ONLINE :

[www.volunteersotx.org](http://www.volunteersotx.org)



Questions? Contact Us:

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#VOLUNTEERPALMFEST

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[mcallenconventioncenter.net](http://mcallenconventioncenter.net)

# Become A Volunteer

*Behind the scenes experience. The volunteer way.*



PalmFest International Folklife Celebration is a 2 day event receiving over 50,000 attendees. The City of McAllen is the epicenter where rich and diverse cultures blend together into one unique community that welcomes residents and visitors with open arms. Our culture is not Texan, nor is it Hispanic or Mexican. It is uniquely and proudly McAllen. PalmFest "International Folklife Celebration" is a festival that celebrates this rich history and diverse culture. With entertainment that excites you, historical displays that move you, shopping that thrills you and food that delights your palate, genuine and memorable experiences are part of the fabric of PalmFest. Our staff depends on the support of our volunteers to help us achieve the continued success of this wonderful event.

The PalmFest 2016 planning committee is excited to learn you are interested in joining us behind the scenes by becoming an event volunteer. Volunteering for community events is a great choice for groups, individuals who require community service hours for school or work, and for anyone with a passion for contributing to their community.

To volunteer for PalmFest 2016, each volunteer must register on the Volunteer South Texas website at [www.volunteersotx.org](http://www.volunteersotx.org). The Volunteer South Texas website allows for volunteers to select the role desired and the shift that best works with their schedule. Online registrations will be accepted on or before Wednesday, September 21, 2016. All volunteers are required to submit a signed release of liability form and a background check form. These forms can be dropped off at the McAllen Convention Center or emailed to the Volunteer Coordinators. Incomplete registrations will not be accepted. **Submission of online registration does not guarantee a volunteer position.**

Upon submission of the online registration, volunteers will receive an e-mail confirmation. All volunteers will be assigned a location which will be provided during orientation.

## **PalmFest 2016 Volunteers must meet the following requirements:**

- All PalmFest volunteers must be 17 or older. Each volunteer will be subject to a background check and will be required to submit a signed volunteer release of liability agreement. If under the age of 18, volunteer release of liability agreement must be signed by his/her parent or guardian prior to volunteering.
- All volunteers are required to register online no later than Wednesday, September 21, 2016 on the Volunteer South Texas website at [www.volunteersotx.org](http://www.volunteersotx.org). **(Submission of registration does not guarantee a volunteer position.)**
- It is required that at least one adult supervisor is present for each volunteering youth group with minors participating.
- Volunteers must make every effort to attend one of the orientation sessions to be offered.



# PalmFest Volunteer Role Descriptions

Below are some of the volunteer opportunities available for the 11<sup>th</sup> Annual PalmFest Folklife Celebration:

*\*Please note the roles described below include but are not limited to the responsibilities listed.*

## **Event Information Specialist (EIS)**

The Event Information Specialist (EIS) is responsible for greeting and welcoming PalmFest 2016 attendees. The EIS will interact with patrons and assist in providing maps, programs, and responses to frequently asked questions throughout the event grounds and designated areas. Provide information such as performance times, restroom locations, transportation options, directions, etc.

## **Environmental Impact**

The environmental impact volunteer will help to ensure an enjoyable PalmFest experience by assisting in keeping the event grounds clean. Volunteer will be responsible for custodial type responsibilities. Supplies will be provided.

## **Costume Character**

Costume characters interact with young PalmFest attendees – taking photos, high fives, and even a little dancing. There will be a fixed location for costume characters to pose for photos with patrons. Volunteer must be animated and enthusiastic! Costume is not too heavy and a breathable fabric. Handlers provide support and escort costume characters at all times.

## **Costume Character Handler**

The handler will provide support by assisting in meeting and greeting the public, looking after physical and safety needs and escorting the costume character at all times. Volunteer will speak to the public on behalf of character in a friendly and informative manner. Volunteer must be outgoing and energetic!

## **Lead Ticket Taker**

The lead ticket taker will monitor all ticketed entrances. Must possess maturity to lead and assure all ticket takers are at their assigned location and assisting patrons. Monitor that ticket takers are taking breaks as needed. Be available to answer ticket taker's questions and frequently asked questions from attendees. *Must be 18 or older.*

## **Ticket Taker**

The ticket taker will assist patrons with securing their wristband as they enter the event venue and provide responses to frequently asked questions.

# PalmFest Volunteer Role Descriptions

## Continued

### **Palmee Mascot**

Our friendly mascot charms people through waves, high fives and other antics, smiles for photos and warms the hearts of all! The Palmee Mascot volunteer will capture the attention of all ages while wearing the breathable fabric mascot costume. Costume has an ice pack vest and head fan. Requires a minimum height of 5'4" and maximum height of 5'8"; comfortable in full body coverage and limited mobility.

### **Palmee Mascot Handler**

The PalmFest Mascot "Palmee" represents the festival throughout the weekend. Mascot "handlers" are partnered up with the mascot to communicate with the public on behalf of the mascot (mascots can't speak!) and to ensure their safety. Handlers will support Palmee by assisting in meeting and greeting the public, looking after physical and safety needs and escorting the mascot at all times. Volunteer will speak to the public on behalf of Palmee in a friendly and informative manner.

### **Social Media Representative**

The social media representative will be a part of the social media team by capturing responses to the guest experience. Volunteer will invite guests to participate in photo opportunities to be shared on social media.

### **Sponsorship Relationship Manager**

Responsible for sponsorship relationship activities and works closely with festival sponsors to ensure an exemplary event experience. Actively ensures clear communication flow with sponsors by acting as connection point between sponsor and festival coordinators on event day. Will assist festival coordinators in ensuring business partners effectively achieve assigned performance objectives. *Must be 18 or older.*

### **Stage Runner**

The stage runner will work under the direction of the Entertainment Coordinator and Stage Manager to undertake basic tasks required to ensure the smooth execution of the performances throughout the show day.

# PalmFest Volunteer Role Descriptions

## Continued

### **Survey (Surveyor) Taker**

A job for people who like talking to people. The festival needs feedback from visitors for future attendee outreach enhancement and to help us find out how we can improve the event.

### **Vendor Relations Representative**

Volunteer will provide vendor assistance by helping vendors find their assigned location on the festival grounds and assisting them in additional needs they may have for easy and simple set-ups.

### **Volunteer Services**

Volunteer Services is responsible for supporting the Volunteer Coordinators with check-in and filling gaps as needed. Will help fellow volunteers with check-in during both orientations and event days. Distribute volunteer t-shirts, water bottles, and ID's. Volunteer will also create a welcoming space for volunteers to pick up a refreshment in headquarters room. Keep the space tidy and pick up trash regularly. Ensure that all items are replenished accordingly.

For more information:

### **Volunteer Coordinators**

**Carina Jimenez**

**Cristina Monroy**

**Kristina Garza**

Email: [volunteerpalmfest@mcallen.net](mailto:volunteerpalmfest@mcallen.net)

On the Web

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