

Ogden Music Festival 2026

Volunteer HQ Team Plan

Thank you for volunteering to be an Ogden Music Festival Volunteer! This guide will provide a simple outline of your role, responsibilities, and resources.

Role: Welcome volunteers, get them excited to be there!! Check in/out volunteers using the tablet, and help direct them to their area. Must be able to coordinate on the spot changes in volunteer shifts with the Volunteer Team Lead and Site Leaders. Close up Volunteer HQ for the evening and store materials for the next day.

New: Volunteer HQ will be combined with Site Leader HQ and supply storage

Duties include:

● **When a Volunteer Shift Starts:**

- Bring the excitement and get the volunteers excited to be there!!
- Check volunteers in for their shifts on the volunteer schedule. (Tablet?)
- Ask volunteers to sign in on the volunteer sign in sheet.
- If needed, give volunteers a vest and ask them to return the vest at the end of their shift.
 - Shifts that need a yellow/green vest: Site Leaders
 - Shifts that need orange vests: Volunteer HQ, Green Team/Bike Valet, Parking, Camping, Gates, Kids Zone, Instrument Petting Zoo, and First Aid.
 - Shifts that do not need orange vests: artist hospitality, merchandise, and tickets.
- If needed, let the site leader know that there are volunteers ready to be escorted to their job site

2. When the Volunteer's Shift Ends:

- At the end of each volunteer shift, be sure the orange vest has been returned from volunteers from Volunteer HQ, Green Team/Bike Valet, Parking, Camping, Gates, Kids Zone, Instrument Petting Zoo, and First Aid.

3. When the Volunteer has completed all of their shifts (final shift):

- Give them volunteer swag, a thank you and a high five
- Have the volunteer sign out that their swag has been given

4. Volunteer Evaluation:

- Assist Team Leaders and Site Leaders in evaluating volunteers.
- ***Need volunteer evaluation form***

5. No Shows:

- If a volunteer does not show up for their shift within 10 minutes of the start time, try contacting the volunteer by phone/text from the volunteer contact list using the tablet.
- Let the site leader know when there are no shows within 10 minutes of the start time
- Document no shows with name, phone number, email, and reason in the volunteer schedule!

6. Sign ups:

- We will accept additional volunteers on site, where we have vacancies to fill (Gates, Parking, Kids Zone, Green Team/Bike Valet). **Do not fill walk-in volunteers in Tickets, Merchandise, Artist Hospitality, or First Aid.**
- Work with the site leader to determine highest priority vacancies and assign those first.
- Record the name, phone number, email address, and shift assignment(s) of the volunteer in the computer and have them watch the volunteer powerpoint.

7. Keep area neat and secure

8. Provide water to volunteers

9. **Provide support to the Site Leader as needed during slow times at volunteer check in.**