



Georgia Festival of Trees 2023 Office Volunteer Training

The office staff supports functions in a variety of departments during the festival. Tasks vary widely, offering a busy and fun experience.

Executive Team Support

- Support Executive Director and Senior Directors with various tasks
- Run reports.
- Handle basic computer tasks.
- Interact with festival leaders in a variety of ways.

Volunteer Support

The office staff will support the volunteer sign-in area. Working with the sign-in area lead, they will assist with the following tasks:

- Support volunteer sign-in area, especially during shift changes
- Print department volunteer lists, place them on clipboards and deliver to the department leader
- Collect volunteer lists from the previous day, return to the office and enter notes in the volunteer portal

Keys, Radios, and Other Equipment

The Georgia World Congress Center provides 10 sets of keys to open various doors in the venue. These keys must always be accounted for. Additionally, we have 39 two-way radios that must be monitored to ensure they are properly charged and available to volunteers as needed.

- Assist with GWCC key check-in/check-out, following written guidelines
- Place two-way radios on charging stations as needed.
- Ensure all radios are accounted for at the beginning of each shift.
- Swap new radios for depleted radios when needed.
- Monitor ink and paper levels in office printers.
- Ensure computers, tablets, and phones have access to chargers and remain charged throughout the day.

Finance Team Support

- As needed, assist the finance team with running reports



OFFICE SUPPORT

General Office Upkeep

- Help keep the office clean, organized, and presentable for guests.
- Set out snacks and refresh as needed.
- Monitor Keurig coffee stations to ensure coffee supplies are well stocked and the area is clean.

Auction Team Support

- Assist photographers taking auction photos items and help prep photos for upload.
- Test QR codes to ensure codes are working correctly.
- Assisting with other auction-related functions to support the Auction IT staff.

Other Office Tasks

- Changing batteries on various features throughout the festival
- Escort Santa from the parking lot to his sleigh.
- Run errands within the GWCC and Festival Hall
- Other tasks as they arise.

Morning/Afternoon Shift Specific Details

Morning Shift Tasks

- Set out volunteer lists for sign-in.
- Turn on fairy lights in six Christmas trees on level four from A3 to the main GWCC lobby.
- Check coffee service and snack area. Refresh as needed.
- Turn on internet hot spots.
- Check printers and refill paper as necessary.
- Refresh doTERRA diffusers throughout the tree area and in the office area.



Afternoon Shift

- Run ticketing midday report and place in reports binder.
- Check concourse tree fairy lights and change batteries if needed.
- At 3:00 – refresh doTERRA diffusers in the office with essential oils.
- Collect used tickets from Reindeer Games as needed.
- Run volunteer shift lists for the next day's sign-in. Place them on clipboards and deliver them to each department. Collect shift lists from the current day and return to the office.
- Set out 3 master lists in the office for the morning shift sign-in.
- Run the final ticketing report and place it in the report binder.
- At 6pm, walk through the concourse from A3 to the main lobby to turn off the fairy lights in the six Christmas trees on level four (These are on a timer, but we want to ensure they turn off at or near closing time.
- Turn off doTERRA diffusers throughout the office area.
- Perform a quick clean-up of the office area.
- Ensure all electronics are on chargers (radios, phones, computers, tablets).

Thank you for sharing your time and talents with us. We are grateful to have you on our team and look forward to working with you.