



134 W. Michigan Ave. | Jackson, MI 49201 | ph: 517.764.4440 | Fax: 517.780.3688 | ExperienceJackson.com

## Experience Jackson Volunteer Policies and Procedures

The Jackson County Visitors Bureau dba Experience Jackson is looking for volunteers at various community festivals and events. Experience Jackson provides information to attendees on the things to do in Jackson and tries to identify future travel leads. We ask that all volunteers to adhere to the following policies and procedures while on duty as a volunteer. Failure to comply may result in termination.

### Qualifications:

- Be at least 18 years of age to work unless always accompanied by a guardian. (Some events require volunteers to be 21 +.)
- Become Jackson Certified prior to volunteering
- Enjoy working with all types of people
- Show a genuine enthusiasm for Jackson
- Have a willingness to become more knowledgeable about Jackson
- Maintain a positive attitude towards our community
- Agree to represent Experience Jackson in a professional manner
- Not allow personal views or opinions to conflict with our mission

### Volunteer Duties

- Distribute collateral material
- Answer questions on Jackson attractions, events & hotels
- Collect contact information from event attendees (both digitally and/or hard copy)
- Encourage visitors to come back to Jackson or expand their planned activities
- Help to set up and tear down the Experience Jackson tent and other displays, if willing and able to do so
- Act as JACK's Trainer and be JACK's eyes and voice. (Special application process required, contact Jessica Webb at for details)
- Receive basic instruction upon arrival and/or in advance. Additional training may also be required.
- Limit personal cell phone and social media use as much as possible unless asked to promote an event on social media.
- Directly engaging with fans by wandering through a crowd of patrons and/or remaining stationary within the Experience Jackson event display area and promoting Jackson.

### Time commitment and scheduling:

- We ask each of our volunteers to sign up for as many hours as commitments permit. A minimum of three hours of service per event is requested (unless otherwise noted). Volunteer hours are flexible.
- Volunteers are asked to commit to a specific time slot at least a month prior to the volunteer opportunity.
- Once you have agreed to be available for a particular shift, we count on you to be there. In the event you are unable to be at your shift, please call your designated "contact person" or Jennifer Cronkhite, at the office at 517-764-4440 or on her cell 517-392-5763 if after hours.

### Dress protocol:

- You are as much a representative of Experience Jackson as our professional staff.
- Your appearance and conduct will reflect our organization.
- Dress according to what is appropriate and comfortable for your volunteer position. Remember, some events are outside and may require rain gear, sun screen, baseball hat, warm hat and gloves, and volunteers are encouraged to wear layers and comfortable shoes.
- You are welcome to wear your company's logoed apparel as long as it is not offensive or divisive. Otherwise, please wear an Experience Jackson T-shirt.

### Photo and Social Media Policy

- Volunteers maybe photographed by Experience Jackson, event organizers and the public. Volunteers agree these photos maybe used for promotional purposes at will without limitation.
- Volunteers are encouraged to promote the event through their personal social media while using #JacksonMI

### Misappropriation of supplies:

- There will be no removal of the organizations property without the approval of the staff.

**Valuables:**

- Please try to avoid bringing valuables with you as Experience Jackson cannot be responsible for any damage, lost, or stolen possessions.

**Workplace safety:**

- Safety is important to all of us. Volunteers should conduct themselves in a way that promotes safety of themselves, co-workers, and visitors.
- Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately.

**Volunteer injury:**

- Any personal injury that occurs while volunteering for Experience Jackson should immediately be reported to a staff member.
- Volunteers are not covered under the organizations insurance for injury to themselves.

**Drug and Alcohol Use:**

- Volunteers 21 years old and older are allowed to enjoy alcoholic beverages on site at wine/beer festivals ONLY.
- Experience Jackson reserves the right to dismiss a volunteer should a volunteer show signs of having drank before their volunteer shift or if they become too inebriated to perform their duties and maintain professionalism.
- Volunteers may not bring illegal drugs or alcohol on site.

**Meals, Food and Drinks:**

- Volunteers are encouraged to bring their own snacks and drinks to events.
- Check with Jennifer prior to volunteering regarding whether or not a meal will be provided.

**Volunteer Feedback:**

- Experience Jackson encourages volunteers to make suggestions, voice concerns and give ideas about how we fulfill our mission to the community. We are always looking for new ideas so if you have any ideas to share, please speak with the staff.

Name of Volunteer (Printed): \_\_\_\_\_

Name of Guardian (Printed): \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_ Day Time Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

In addition to volunteer updates, which email updates would you like to receive from us? Please circle all that apply

None   All   Weekend Event Rundown   Monthly eNews   Seasonal Highlights

T-Shirt Size: \_\_\_\_\_ Please circle one Men's or Lady's Cut

Would you need a (new) Experience Jackson nametag? Please circle one Yes or No

If yes, please PRINT how you would like your name and company to appear:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Signature (Volunteer): \_\_\_\_\_ Date: \_\_\_\_\_

Signature (Guardian): \_\_\_\_\_ Date: \_\_\_\_\_