

NEW MEXICO  
JAZZ WORKSHOP

**VOLUNTEER  
POLICY  
HANDBOOK**

2019 Edition



**TABLE OF CONTENTS**

**Welcome.....3**

**Contact Info.....3**

**What’s New This Year.....4**

**Volunteer Guidelines.....4**

**Expectations.....5**

**NMJW General Info.....6**

**Concert Venue Info.....6**

**Volunteering at NMJW Concerts.....7**

**Common Volunteer Position Descriptions.....7**

**Dress Code.....9**

**Confidentiality.....9**

**Drug & Alcohol Use.....9**

**Equal Opportunity Statement.....9**

**Problem Resolution.....10**

**Dismissal.....10**

**Dear NMJW Volunteer:**

We are delighted to have you join us as a new or returning volunteer. Our volunteers are very important to us: we truly value your time, talent and support. In other words, we couldn't do what we do without you!

To assist you with being effective in your role as a New Mexico Jazz Workshop volunteer, it is important that we provide information that will help you feel confident and comfortable when serving our patrons. This handbook is intended to be a useful reference tool.

Since its inception 42 years ago, the New Mexico Jazz Workshop (NMJW) has relied on volunteers like you to help carry out its mission. You and other volunteers like you have helped take care of more than 250,000 of our concert patrons over the years. This year alone, we expect to have more than 10,000 attendees at our summer shows. It's a tall order to ensure they are all well taken care of, but with your help - - we'll do it with flying colors!

**Thank you for your service.** We look forward to working with you this summer!

Sincerely,



Markus Gottschlich, Executive Director  
New Mexico Jazz Workshop

**NMJW STAFF, VOLUNTEER & OFFICE CONTACTS:**

**NMJW Office: 505-255-9798 – NOTE: NMJW office is closed after 3 pm on Friday (during concert season) & closed on Saturday and Sunday**

**Markus Gottschlich, Executive Director: 505-255-9798, ext. 4,  
markus@nmjazz.org**

**Volunteer Coordinator:  
Maxx Avila: 505-274-9982; max@nmjazz.org**

## ***PLEASE READ THIS DOCUMENT!***

### **Important!**

- All Volunteers need to attend the 6:00 PM group briefing each “Under the Stars” night they work.
- Volunteers will be wearing lanyard name tags and t-shirts.
- NMJW will be the vendor for water and soft drink concessions at the concerts.
- T-shirt & other sales are going to be a higher priority.
- Enrolling new members at the concerts will also be a higher priority.
- There will be a concentrated effort to get patron information for email updates & mailings (this means email & mail contact info).
- NMJW concerts are general admission. Therefore, the saving of seats by volunteers will not be permitted.

### **Volunteer Guidelines**

We are committed to providing our concert patrons with seamless and exceptional customer service.

**PATRONS FIRST:** Volunteers will maintain a “Patrons First” attitude at all times.

Do this by:

- Smiling & being friendly
- Showing enthusiasm & empathy
- Making yourself knowledgeable & available to answer questions
- Taking initiative & being proactive
- Being helpful & accessible
- Exhibiting proper etiquette & graciousness
- Following the Golden Rule (“Do unto others...”)
- Limiting time spent with one person
- Keeping focused on your assigned task
- Enjoying yourself! That’s why you’re here!

**PROMPTNESS:** Arriving on time for your volunteer assignment is imperative. If it is after 4 pm on Friday or anytime on Saturday, please call Maxx (contact info on first page) if you are going to be late for your assignment. ALL VOLUNTEERS NEED TO ATTEND 6 PM BRIEFING.

**ABSENTEEISM:** When a volunteer is a “no show” it affects our ability to provide the highest quality service to our patrons. Should you be unable to fulfill your volunteer commitment, please let Maxx know as soon as possible. We understand that emergencies arise, but we need advance notice, if possible.

**TRAINING:** Before working an event, it is necessary that volunteers attend an annual informational training session. This is important to ensure that all volunteers are kept up to date on policies and procedures and notified of changes to volunteer duties, etc.

## **Expectations**

### **What you, as a volunteer, can expect from the New Mexico Jazz Workshop:**

- Orientation and training
- A suitable and meaningful volunteer assignment
- Assistance in changing or adding volunteer assignments
- Assistance in resolving volunteer-related challenges
- “Volunteer Update” electronic newsletters
- Recognition at our annual Volunteer Appreciation event
- An opportunity to develop new friendships
- A feeling of satisfaction in knowing that your volunteer time helps NMJW present outstanding concerts and events

### **What the New Mexico Jazz Workshop expects from each volunteer:**

- A commitment to the NMJW’s goals and policies
- Completion of training
- Acceptance of supervision
- Maintenance of confidentiality
- Dependability
- Professionalism
- Wear NMJW identifier while volunteering

## General Information

### The Mission of New Mexico Jazz Workshop:

With a basis in Jazz, the only true American art form, NMJW's mission is dual in purpose: providing access to a higher quality of life through performance and education. For the past 42 years, NMJW has been an important contributor to New Mexico's cultural vitality.

### NMJW's "Under the Stars" Concert Venue: Albuquerque Museum of Art

**Concerts:** Doors open at 6:30 pm; concerts begin at 7 pm and end at 10 pm. First shift volunteers need to be in position by 6:15 pm unless helping set up. If helping set up, volunteers should be there no later than 5:45 pm.

**Capacity:** The Amphitheater at the Albuquerque Museum of Art can accommodate 750-1,000 patrons.

**Restrooms** are located through the lobby and down the hallway behind the ticket counter.

**Water fountains** are located near the restrooms inside the museum.

**Food service:** Slate Street will be the food and alcohol vendor. NMJW will be the vendor for soft drinks and water.

**In Case of Inclement Weather:** *Prepare to get to the museum early.* NMJW sometimes has to stop concerts if rain or stormy weather interrupts a show. There are also times when the start of a concert must be delayed due to weather. If this happens, please follow directions from NMJW staff or the volunteer coordinator. In the case of a "dance" show (typically Salsa) that is interrupted by rain, THE MUSEUM STAFF ARE THE ONLY ONES WHO CAN GIVE THE GO AHEAD TO RESUME DANCING.

**In Case of Injury, Illness, etc:** Seek immediate assistance from museum security, museum staff, NMJW staff or the volunteer coordinator. If EMTs are needed, museum security will call them.

### Volunteering at NMJW Concerts:

The majority of volunteer opportunities with the New Mexico Jazz Workshop are at our "Jazz, Blues & Salsa Under the Stars" concert series. This 17-show (Friday & Saturday night) summer series is a community favorite. NMJW also presents other concerts throughout the year (and at fundraisers) where volunteers are needed.

When you arrive to volunteer, please check in by signing in and getting your volunteer badge. It is necessary to find the volunteer coordinator and let her know you have arrived. **HOWEVER**, you will need to attend the 6:00 pre-concert briefing.

For “Under the Stars” shows: If you have a purse or other valuable that needs to be secured, you can use the lockers near the restrooms at the Art Museum. They cost .25 to use.

## Common Volunteer Position Descriptions

Our volunteers sign up for the positions they want to work through the course of a concert season or at an event. We reserve the right to reassign you, if it seems like the position is not a good fit for you.

**Set Up:** This is not a stand-alone position, but volunteers who are willing to assist arrive a few minutes early (5:45 pm) to help set up for the evening show. This includes: placing sponsor name plates on tables, helping get programs out, bringing waters from backstage to lobby area for Volunteers (NOTE: we ask that volunteers get **ONLY ONE** bottle of water per concert and refill them at the water fountain near the lobby restrooms.)

**Crowd Director:** During large (popular) concerts, there is sometimes a need for a volunteer to help with the crowd before the doors open. This volunteer needs to be familiar with the locations of the different types of ticket sales, customer service oriented and have a voice loud enough to be heard.

**Meet & Greet/Information:** Volunteers will be located in the lobby near the front doors of the museum for patron assistance and directions. They will need to be information specialists, directing patrons to various ticket lines (cash, will call and credit cards), restrooms, etc.

**Ticket Sales (Credit Card):** This position will run the credit card sales by processing ticket sales, stamping hands and keeping track of ticket sales using the adjacent cash register.

**Will Call:** The volunteers who work Will Call will need to be able to work quickly and provide a high level of customer service. This position is responsible for finding and giving patrons their Will Call tickets (located in alphabetical order by last name); checking guest lists (band comps & city reps); and checking on-line ticket sales lists, if necessary. Patrons who have tickets waiting in Will Call will be given their tickets. Others will be given hand stamps.

**Ticket Takers/Punch Cards:** These volunteers are located near the south doors to the amphitheater where they will take internet tickets, regular tickets, sponsor tickets, and punch concert passes (**IMPORTANT: ONLY 2 people per pass per concert**). Remember to not empty punch “chads” until the end of the night so they can be tallied by the ticket sales cashier.

**Early Entry: ONLY NMJW members at a level of \$250 or above** (Hall of Fame, All-Star or Patron levels) **are allowed early entry to concerts – they can get in at 6:15 pm. In addition to their punch passes, they should be wearing their EARLY ENTRY lanyards.**

**Programs:** Volunteers will give out concert programs to patrons, letting them know that detailed information on upcoming performances is included.

**Sponsor Table Set Up/VIP Hosts:** These volunteers will put out Sponsors’ Name Plates before doors open; for VIP hosting, you will have the map showing the location of the sponsor tables and will need to

be able to assist patrons in finding their tables. Familiarity with the layout of the sponsor tables (different on Friday and Saturday nights) is key.

**Membership Table:** This position is primarily focused on 5 things: 1) soliciting new members of NMJW; 2) collecting contact information of people who want to receive NMJW info; 3) disseminating info on upcoming shows & events (NMJW's & others); 4) assisting with sales of NMJW products such as t-shirts, etc.; and 5) occasionally assisting with sales of CDs for bands who are playing a show. An outgoing personality and willingness to proactively sell are important traits to have for this position.

**Water/Soda Vending:** NMJW will have the sales of waters and sodas at concerts. This position requires assisting the cashier by getting drinks while she runs the transactions. The ability to work quickly and provide good customer service is key.

**Backstage/Side Door Security:** Volunteers at these posts make sure that no one is sneaking into the concerts. They need to be proactive and call on NMJW staff or museum security if they have a problem.

**Breakdown:** Like Set Up, this is not a stand-alone volunteer duty, but after shows, volunteers who can help collect sponsor name plates from tables and place them back in the bag. They also help collect and take programs to the room behind the ticket counter and help take volunteer badges, and other materials back to docent's room near ticket counter.

## Mobile Device Use

Please refrain from making unnecessary phone calls, sending texts or playing games on your mobile device when you are working a volunteer assignment.

## Dress Code

Your conduct and appearance as a volunteer reflects the image of the New Mexico Jazz Workshop. It is everyone's responsibility to wear appropriate attire and maintain good grooming and personal cleanliness. NMJW will provide T-shirts.

Volunteers are asked to wear their NMJW Volunteer lanyards while on duty.

## Confidentiality

In the course of your volunteer assignment, you may have access to confidential information. It is expected that NMJW volunteers will safeguard and protect this confidential information at all times.

## Drug & Alcohol Use

The legal use of prescribed drugs is permitted while volunteering only if it does not impair the volunteer's ability to perform the tasks effectively and in a safe manner. At NMJW sponsored events where alcohol is present, volunteers are encouraged to use good judgment and discretion, keeping in mind that you represent the New Mexico Jazz Workshop at all times.

## **Equal Opportunity Statement**

The New Mexico Jazz Workshop will not discriminate in the selection of volunteers or those to receive services based upon race, color, creed, belief, religion, sex, national origin, age, or political affiliation. NMJW is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassment, including discrimination against race, color, national origin, age, religion, disability and sexual orientation. Discrimination in any form will not be tolerated. If you experience or witness unlawful discrimination or harassment in your NMJW volunteer activities, report it immediately to the NMJW staff or the volunteer coordinator. Reasonable accommodation for persons with disabilities will be made available upon advance notice for concerts, classes or meetings.

## **Problem Resolution**

When a volunteer has a grievance at a NMJW activity, he/she is encouraged to resolve the problem as follows:

- Discuss the grievance with the NMJW volunteer coordinator on duty.
- In the event the problem has not been resolved to your satisfaction, contact the NMJW director.

## **Dismissal from the NMJW Volunteer Program**

Although it is rare, occasionally a volunteer must be let go. Reasons that a volunteer may be dismissed include:

- Misconduct
- Unsatisfactory performance
- Breach of confidentiality
- Inappropriate behavior
- Disregard of policies and procedures

Once a problem is encountered, NMJW staff or the volunteer coordinator will talk to the volunteer and try to work with them to resolve the problem. Dismissal from volunteer duties is the last resort in this process.