



Art Bra Austin 2019 Volunteer Role Descriptions

PRE-EVENT

Volunteers will have the opportunity to help with various administrative and other projects related to the event such as preparing nametags, labeling Art Bra containers, helping with design and production of programs and more. *We are looking for volunteers who will be available to help during business hours and/or over the weekend, some projects will need to be done at our office and a few might be able to be done at home.*

EVENT DAY PREP

Volunteers in this role will be helping BCRC staff and Art Bra Committee Chairs prepare for the event night at the JW Marriott downtown Austin. Needs may include checking in models and hair/make-up professionals, prepping areas(model dressing room, hair/make-up rooms, costume repair/alteration area, and volunteer rooms), placing signage, helping to set up registration area, and more. *Prep will begin approximately at noon and end around 5pm. **These roles do not get free admission to the event.***

EVENT NIGHT

Guest Services (Check-In + Check-Out):

Guest Services volunteers are extremely important to our guest experience, as you are the first and last interactions our guests will have at the event. Volunteers in this role need to be **very comfortable** multitasking, managing all steps of the check-in and check-out process for 850 guests correctly, efficiently, and cheerfully. You'll be using a laptop with Greater Giving software to check guests in, swipe CC, locate guest seating, and assign bidder number. At check-out, you'll swipe any CC not pre-swiped and provide receipts for payment on all purchases. Training is required for this position and will take place on a date TBD at a location not yet selected. *Volunteers who are a great fit for this role will have excellent face-to-face customer service and computer skills, can easily multitask, problem solve, can handle pressure without getting flustered, possibly having worked in retail, face-to-face customer service, sales, or the hospitality business. Need to also be computer-savvy and comfortable learning new software. ** For those of you who want to work in this area, but are not comfortable with new software, we will need volunteers to hand out Art Bra t-shirts to guests who purchased them when they secured their tickets.*

-- Role Time Commitment: 4p - 7:30p, break, 9p – 10:30p

Guest Services (Greeters, Guest Concierges, Kendra Assistants, Games Assistants):

Volunteers in these roles are very important to the entire guest experience.

Greeters will welcome VIPs and other guests as they arrive and prepare to check-in, engaging them as they wait in queue, orienting them to the venue space (location of bars, photo booths, silent auction, help desk, and ushers), and generally ensure an excellent guest experience.

Guest Concierges will be assigned a section of tables to help welcome our Sponsors and guests, take care of any needs or questions, and work with a Mobile Bid Helper to assist guests with silent auction bidding.

Kendra Assistants will be assigned to the Kendra Scott representatives who will be offering individual gift boxes of jewelry to our guests for a donation. Your role will be to assist them and our guests by completing those transactions using a tablet. *Volunteers who are a great fit for this role will have excellent face-to-face customer service skills, like engaging with and helping people and be very comfortable using a tablet to complete the donation transaction. This is a great role for clients and veteran Art Bra models and volunteers. You will be standing during your shift.*

Game Assistants will be assigned to the VIP reception area. There will be a few games for our honored guests to play in order to win prizes. We will need a total of 6 volunteers to help out in this area. *Volunteers who are a great fit for this role will have excellent face-to-face customer service skills, like engaging with and helping people and are ready to have fun!. This is a great role for clients and veteran Art Bra models and volunteers. You will be standing during your shift.*

-- Role Time Commitment: 5p - 8p

Ushers:

Volunteers will assist guests after they've checked in, helping them locate their table and seating, pointing out the silent auction display, bars, Mobile Bid Helpers, and more as needed. You'll be provided clipboards with guest seating chart and information. Training is required and will be provided prior to the event. *You will be on your feet throughout your shift. We are looking for outgoing volunteers who have excellent social and customer service skills, like talking to and helping people, possibly having worked in events, sales, or in the hospitality business.-- Role Time Commitment: 5p - 8p*

Mobile Bid Helpers:

Volunteers in this role will be assisting VIPs and other guests in silent auction bidding through their smart phones using Go Time, a web-based app for bidding. You'll need to be experienced in using a tablet or iPad, and comfortable assisting guests with their mobile bidding and answering questions. Training is required and will be provided prior to the event. *You will be on your feet for your shift, and once guests are seated at their tables and the runway show has begun, may assist guests by crouching or kneeling by their table to avoid blocking other guests' view. We are looking for outgoing and personable volunteers who have excellent face-to-face customer service skills, like to engage people, are confident navigating mobile devices, and comfortable learning new software.*

Mobile Bid Help Desk: Volunteers in this role will be the "go to" for guests and Mobile Bid Helpers needing assistance and will be the "experts" and problem solvers for any issues. *We are looking for several volunteers who are natural "fixers", willing to learn and be very comfortable with the app, and able to solve issues when they arise. Great customer service skills, multitasking, and the ability to stay calm while solving a problem are needed.*

-- Role Time Commitment: 5p – 9p

Bid Spotters:

Volunteers in this role get to work with our professional auctioneer and her team to encourage bidding. You'll receive training and practice with the auctioneer during prior to the event, and again the day of the event at the venue. During the Runway Show and Fund-A-Mission, spotters will be assigned a specific area and tables to ensure that all guests holding up bidding paddles are seen and their bid paddle # is recorded by the auctioneer. You'll be given a "spinning light wand" to help our auctioneer spot you. *You'll be on your feet the entire time during your shift. We are looking for outgoing, enthusiastic, vocal volunteers who like to be "in the action".*

-- Required on-site Training with Auctioneer June 2nd at the JW Marriott: Time TBD (afternoon)

-- Role Time Commitment: 7:30p – 9:30p

Bid Runners:

During the Runway Show Live Auction and Fund-A-Mission Bid Runners are placed near the Bid Recorders next to the runway. During the bidding, you will quickly take bid recording sheets as needed from the recorders to the Guest Services Team Leader stationed at the check-in/check-out tables at the front outside of the Ballroom.-- On-site Training with Auctioneer June 8th at the JW Marriott: Time TBD (afternoon)

-- Role Time Commitment: 7:30p – 9:30p

Art Bra Wrangler:

Art Bra Wranglers will be to specific models and art bras and will be stationed backstage before and after the runway show. They will assist the Backstage Manager with models, their bras, and other needs before the runway show; will be responsible for distributing their assigned art bras to the models; and getting them from the models after the runway show and back into their proper containers. *You will be on your feet most of your shift. This is a great role for former or potential models, friends and/or family of models wanting to assist. Females only please.*

-- Role Time Commitment: 5 – 8p, break, 9:30p - 10:30p

For questions about volunteering, please contact our Art Bra Austin Volunteer Coordinators at artbraaustin.volunteers@gmail.com

Art Bra® Austin is a fully costumed, professionally produced runway show and auction to raise funds to support local women affected by breast cancer. All event proceeds benefit The Breast Cancer Resource Center (BCRC).