



# Quilters' Connection

## Volunteer Coordinator Job Description

### Volunteer Coordinator

*Note: In 2017 – the boutique volunteers were handled by Michele K. For subsequent years, there has been talk about consolidating the quilt show and boutique tasks. When writing this, it was written without boutique coordination.*  
The first step is to figure out the different quilt show tasks. This is done with the collaboration of the quilt show chairs. Typical tasks that need to be filled are:

### Pre- Quilt Show Tasks

#### **Quilt holder** (new for 2017) (3 people – 4 people)

This is an active job, and non-seated. Because of the venue (Bentley University) – it was helpful to have 3 people outside to assist members. As a member pulls up to the drop off area, the quilt holder will temporarily take their quilts. The member will park their car and then come back to the quilt holder area and pick up their quilts and continue into the building. The check-in process is in the building, not with the quilt holder. This can also be extended to members who have boutique items. Two tables will be helpful and also carts so that members who have a lot of items can cart it up to the check-in area.

#### **Coordinator for quilt Drop-Off / Pick-Up** (1 person)

(See also [QuiltersConnection-QuiltShowDropOffPickUp.pdf](#))

This person is responsible for the index card box, teaching the quilt check-in / check-out / runners what to do, and oversees this process. This person is also responsible for getting the index card box with all the index cards to the Check-In process (day before quilt show) and Check-Out Process (end of day after the quilt show). This person will either produce the index card information or work with someone to create the index card information from the quilt show spreadsheet.

This task in 2017 was run by Eileen Kahan. Index cards and labels for quilt was produced by G. Wong.

After the quilt spreadsheet has been finalized, a mail merge is created with everyone's quilt printed on an Avery sticker that will than get stickered onto an index card. The format is as follows:

#### **Last Name, First Name**

Title of quilt

Quilt #: (to be determined by quilt show chair – whether ordered by alpha (last name) or by quilt #)

Once the mail merge has been created, three sets are printed.

One set (white color) stays in the box for reference

One set (white color) for back of quilt to identify the quilt information

One set (neon color) for quilter for the purpose of pick-up of the quilt

#### **Quilt Check-In** (4 people)

This is a seated job that requires 4 people total. The 4 people are: 2 people for A-K and 2 people for L-Z.

Each person is given an index card box that contains all the quilts in the quilt show. When a member comes and drops off their quilt, the member is given a colored index card. A white index card is also taken out and pinned onto the back of the quilt. The pin should be on the bottom of the quilt, usually next to the quilt label.

#### **Quilt Runner** (6 people)

Once the index card is pinned to the bottom of the quilt, it is placed in a secure place where sheets are already laid out. The quilts will be ordered according to the quilt number. The runner brings the quilt from the check-in/check-out area to the staging area. There are usually three quilt runners for each section (A-K and L-Z).

#### **Quilt Hanger** (18-22 people)

A quilt hanger needs to be able to stand on a ladder comfortably. A quilt hanger hangs the quilt onto the pipe and drape. This is usually done in a team of three people. Two people hang on the right and left side of the quilt, and one supports the other two. Knowing how to tie knots is essential for a quilt hanger. Step ladders should be requested for people who are helping out as quilt hangers and take downs.

#### **Quilt Take-Down** (10-14 people)

After a show, quilts need to be taken down. A take-down person needs to be able to stand on a ladder comfortably. This

is usually done in a team of two or three people. Bedsheets are laid out where, once the quilts are taken down, the quilt is rolled with the labels side out and placed in a numerical order.

### **Quilt Check-Out (At-Deck) (4 people)**

This task is similar to Quilt Check-In. This is also a seated job. After the take-down, and after all the quilts are accounted for, members will come to pick up their quilts. This requires 4 people total, with 2 people for A-K and 2 people for L-Z. The index card box that were used in Quilt Check-In reappears. As a member comes to pick up their quilts, the member hands the person “at-deck” their index card / cards. The person seated tells the quilt runner the number of the quilt. The quilt runner runs and looks for the quilt and gives it back to the person “at-deck”. The person “at-deck” double checks the information on the index card on hand and the index card on the back of the quilt. Only then is the quilt handed over to the member.

### **At Quilt Show Tasks**

**Check-In / Gate (2-3 people, first day, 3 people, second day, you can get by with 2 people. Or schedule for 3 people and they can take breaks)**

This requires taking of money and may require handling of square readers (credit card processor). This task is a seated task. When a visitor comes and pays, you either stamp them or give them a wrist band (in 2017 volunteers were given green wrist bands and paid visitors were given red wrist bands). Then you would give them a program booklet, and show the map and give the visitor’s a lay of the land. This will include where to purchase raffle quilts, where the quilts are, where to purchase things (boutique and / or vendor), bathrooms etc.

**White-Glove (2 people, depending on venue. At Bentley it was 2 people in the Executive Dining Room)**

This is a non-seated job. The white-glove person is the only people who can touch quilts. A white-glove person talks to visitors and can show back of quilts if someone wants to see them. This person will make sure visitors do not touch quilts and follow any other protocol (in 2017 there was no quilt photography).

**Raffle Quilt (2 people)**

This is a seated job. It requires the handling of money. The raffle quilt person encourages the sale of raffle tickets. The raffle quilts are normally raffled off as the very last thing of quilt happenings. If a show ends at 3:00 pm on Sunday, it should be raffled off on Sunday at 2:30 pm – to get the most of sales. The quilt show chair will determine who picks the winning quilt ticket.

### **Others Sale of challenge quilts, Sale of other things**

If there are other jobs, normally we require 2 people.

**Food for thought:** Person directing traffic. Because the Bentley venue had different rooms, having one person per shift directing lost visitors will be helpful. Stage this person at an intersection.

**Food for thought:** Wrist band check / ticket check. On the first day, there were a lot of people. A person can be staged in front to double check to make sure that visitors have paid.

**Food for thought:** Be aware of multiple entrances, and making sure that all visitors do pay.

### **Process**

#### **Quilt Show Volunteer Registration Form**

A quilt show volunteer form need to be created and distributed as soon as possible, usually done after the contract for the venue has been signed, and the quilt show volunteer coordinator has confirmed with the quilt show chairs of each tasks and how many people required for each task.

There are three ways of receiving the quilt show volunteer registration form. By Email, as an attachment, by mail in – physical address, and at member’s meeting.

If done in Adobe Acrobat, members can type it out and then email it back to the volunteer coordinator.

Schedule the deadline of the quilt show volunteer form with a member meeting date. This way people can drop off their form at the member meeting. At the member meeting, plan to come with a printed spreadsheet at the member’s table with the tasks that are not filled yet, so that members can come in and put their name down for that tasks. The columns would be, Date, Time, Tasks, Name, Email, Phone Number. This allows last minute members to sign up for tasks. When you get a volunteer registration form also on that day, try to check and see if that the space is still available in the printed spreadsheet mentioned above. If the space is not available, have the members choose something else that is available.

If you have more people on a certain task than you need – put the person’s information down still for that time and / or task and put the person down as “EXTRA”. If the person needs to be seated, you will need a way of identifying that (usually by an asterisk). Having “EXTRA” is important, so that you can shuffle people around as necessary.

### **Volunteer Scheduling**

Each person has their own method of scheduling volunteers. Create a spreadsheet broken into each shift and each line containing a number. For example, if three quilt holders are needed, the spreadsheet would look like this:

Quilt Holder 1 \_\_\_\_\_  
Quilt Holder 2 \_\_\_\_\_  
Quilt Holder 3 \_\_\_\_\_

When the person who is assigned for that is known, write their name down. Capturing an email address in the spreadsheet may make your life easier down the road when you have to email people about their shifts.

As forms / emails are received, assign them to the particular task they want. You may need to juggle people around as people’s schedule changes. You may want to print all forms that you receive just in case there are some discrepancies. If you do print out the forms, write down any notes or conversation that you have had with that person for your reference.

After the schedule is buttoned down, approximately 1 – 2 weeks from the volunteer forms are due, you will create a spreadsheet telling each person of their shifts. You can send out a blast email only to your volunteers with an excel spreadsheet. If you post the excel spreadsheet onto the Quilters’ Connection website, please make sure you do not have last name published. Just put first name and last name initial – but make sure there are no duplicates. For example, if you have Jane Doe and Jane Dwight, it shows as Jane Do and Jane Dw and not just Jane D.

For volunteers who do not have email, please call them directly and inform them of their schedule.

After you send out the first e-mail there will be additional changes. Send out a final volunteer schedule to your volunteers and post an updated version on the website with the date mentioned on the file. In either the first email blast or the second email blast, you also want to send out any other information that you may want them to know. For example, please come early – half an hour before your shift for directions. If you are hanging or taking down, please consider bringing a sturdy step ladder.

**Food for thought:** When scheduling volunteers, you may want to overlap the time. For example, if quilt show starts at 9:00 am, put down for 8:30 am – 12:00 pm. The following shift would be from 11:30 am – 3:00 pm, and the following shift would be from 2:30 pm – 5:00 pm. This will allow our volunteers to come earlier to get directions.

### **Day Of**

If you can dedicate your whole time with coordinating the volunteers – it is easier because you are the point person and you have knowledge of almost everything to do with volunteer coordination. You may want to recruit one or two other people to be your side-kick(s). This person will relieve you when you need to do something, and will cover for you and vice versa.

When a volunteer comes in, they will look for you to check-in. Then guide them and give them directions on what their task is. If someone else is in charge of the task, introduce them to the person and the person will take over the training.