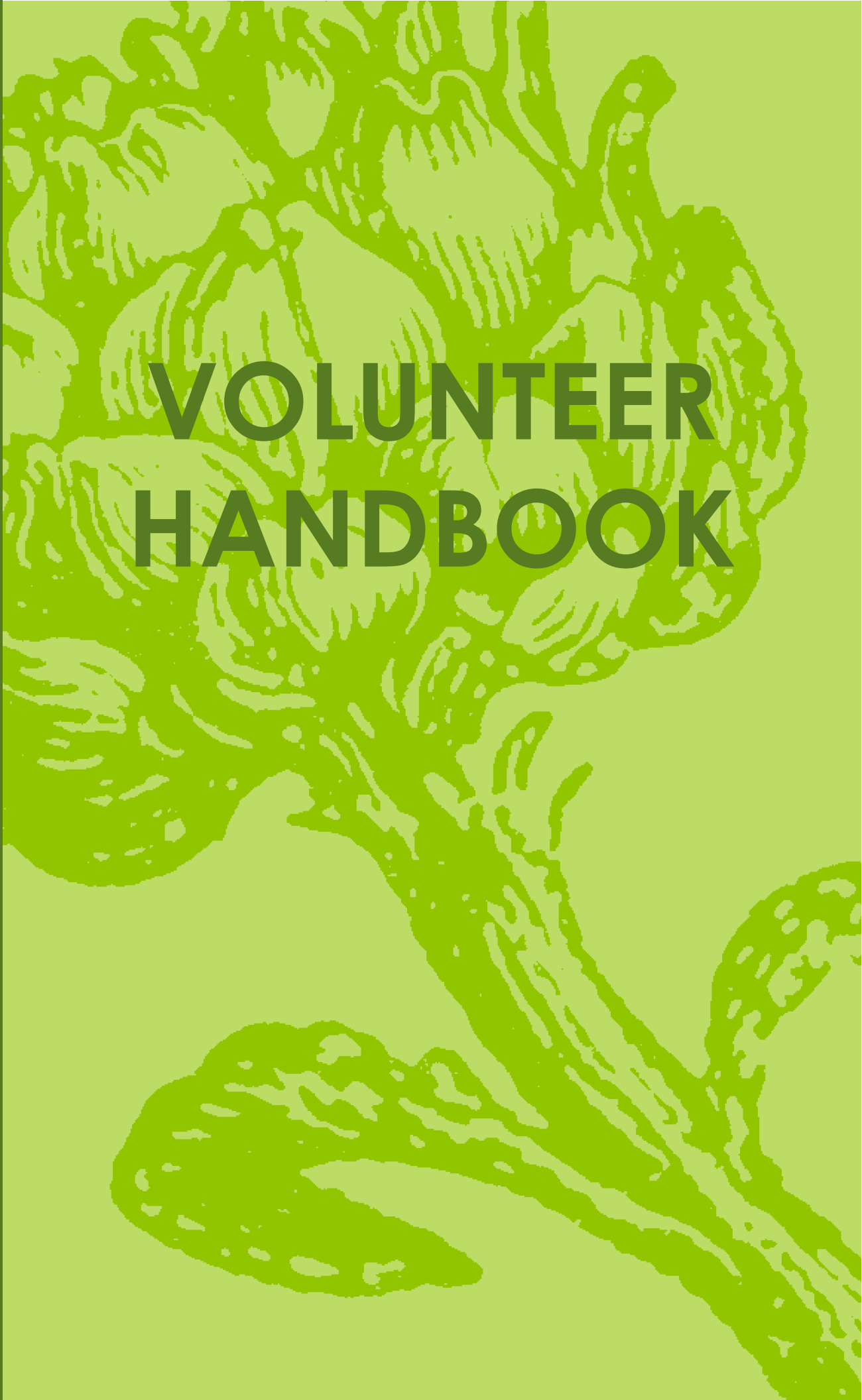




The Center for Urban Education *about* Sustainable Agriculture

VOLUNTEER HANDBOOK





the **Center for Urban Education**
about **Sustainable Agriculture**

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Dear Friends:

On behalf of the Center for Urban Education about Sustainable Agriculture it is my pleasure to thank you for your interest in becoming a volunteer with our unique institution. Our nonprofit is dedicated to promoting a sustainable food system through the operation of the Ferry Plaza Farmers Market and its educational programs. We cannot accomplish this mission effectively without the commitment and hard work of our entire volunteer and paid staff and board of directors. Teamwork is vital to our success and we hope you will consider joining our team.

As a volunteer you will have the opportunity to work in all aspects of the organization. You will receive general orientation followed by specific training to prepare you for your preferred volunteer positions. You will be given access to continuing education classes and field trips to further your skills and enhance your participation. We hope you will join us and take advantage of our volunteer opportunities. Come grow with us!

Sincerely,

Dave Stockdale
Executive Director

TABLE OF CONTENTS

I.	CUESA Overview	
	History	2
	Mission, Vision, Values & Goals.....	3
II.	General Policies and Procedures	
	Introduction.....	5
	Procedures.....	6
	Volunteer Benefits.....	7
	Policies.....	8
III.	Volunteer Job Descriptions	
	Communications Volunteer.....	12
	Culinary Programs Volunteer.....	13
	Database management Volunteer.....	14
	Education Programs Volunteer.....	15
	Visual and Virtual Projects Volunteer.....	16
	Farmers Market Discovery Station.....	17
	Information Booth Volunteer.....	18
	Photography Volunteer.....	19
	Special Events Volunteer.....	20
	Waste Wise Station Monitor.....	21
	Website Volunteer.....	22
IV.	Forms	
	Volunteer Application.....	24
	Volunteer Expectations.....	26
	Volunteer Acknowledgement.....	27
	Background Check.....	28
	Permission Form for Minors.....	29
	Staff Directory.....	30

CUESA OVERVIEW

BRIEF HISTORY OF CUESA

The Ferry Plaza Farmers Market began in September of 1992 as a one-time "Harvest Market," with farmers and local restaurants gathering on a Sunday morning in the middle of the Embarcadero Roadway. The success of this initial farmers' market event allowed organizers to establish a weekly California Certified Farmers' Market the following spring. Every Saturday the plaza was transformed into a vibrant place to eat, shop and learn. This market, with its focus on outstanding quality and sustainably grown produce, quickly developed a dedicated following, enabling more and more farmers to come to San Francisco to sell their produce directly to urban consumers.

In 1994, the management body of the Ferry Plaza Farmers Market formally organized as CUESA, the Center for Urban Education about Sustainable Agriculture. The name and non-profit status acknowledged the founding vision of a market that educates, as well as feeds, its shoppers.

A growing customer base and our proximity to the downtown financial district, enabled us to expand in 1995 and we opened a Tuesday midday farmers market in Justin Herman Plaza, across from the Ferry Building. The landmark but long-neglected Ferry Building was slated for renovation, and a critical component in the redevelopment of the interior spaces was the knowledge that the farmers market would be set up along the building's perimeter. While waiting for completion of this redevelopment, the market relocated from Justin Herman Plaza to a parking lot on Green Street in the late 1990's. The spring of 2003 brought the completion of the Ferry Building renovation and CUESA's achievement of its ten year goal to establish a permanent home.



Green Street Market

Educational programming has always been conducted at our farmers' markets. The quantity of annual programs has varied depending on the staffing available. Examples of current efforts include free weekly cooking demonstrations and farmer interviews, a photo-mural exhibit entitled "Sustainable Agriculture A-Z" in the arcades of the Ferry Building which visually depicts concepts in sustainable farming with each letter of the alphabet, a weekly electronic newsletter and an expanded website.

A comprehensive strategic plan completed in 2005 outlined new steps for enhancing market operations, education and outreach, fundraising and fiscal management, human resources management, and marketing and public relations.



Ferry Plaza Farmers Market

MISSION

The Center for Urban Education about Sustainable Agriculture is dedicated to promoting a sustainable food system through the operation of the Ferry Plaza Farmers Market and its educational programs.

A food system is the interrelationship of agricultural systems, their economic, social, cultural, and technological support systems, and systems of food distribution and consumption. A sustainable food system uses practices that are resource-conserving, socially just, humane, economically competitive, and environmentally sound. Sustainable agriculture uses the same practices.

VISION

We envision a healthy world nourished by sustainable food systems. CUESA shall contribute to this vision by:

- ♦ Actively connecting, engaging and supporting all participants within our regional food system
- ♦ Presenting substantive programs and serving as a resource for information on sustainable food systems
- ♦ Operating world-class farmers markets that develop and support regional sustainable farm operations

CORE VALUES

CUESA is committed to conducting its business, programs and market activities according to the following core values:

- ♦ Sustainability
- ♦ Excellence
- ♦ Vision
- ♦ Community

GOALS

The primary goals expressed in the current CUESA Strategic Plan are:

- ♦ Enhance and effectively manage the Ferry Plaza Farmers Market
- ♦ Develop, implement and effectively manage a comprehensive education program
- ♦ Develop, implement and effectively manage a comprehensive marketing plan
- ♦ Develop and manage human resources to their fullest potential
- ♦ Develop and manage financial resources to their fullest potential

GENERAL PROCEDURES & POLICIES

INTRODUCTION

Volunteers are significant members of our staff team. We work together to provide the best service and experience possible to our visitors, and want your participation to be beneficial and rewarding. Your loyalty and dedication to furthering the mission, reputation and integrity of are of the utmost importance.

We also recognize that your reasons for volunteering with CUESA may extend beyond your interest in our mission. For some, volunteering may provide an opportunity to directly learn more about sustainable agriculture and food systems, or other subjects of interest. For others, volunteering may help you establish food or agriculture industry connections that might help you professionally. For many, volunteering provides the chance meet new people who enjoy the same things you do, like fresh, tasty food. All of these are legitimate possibilities, and it is our sincerest wish that the experience be mutually beneficial.

This Volunteer Handbook is provided to inform volunteers and potential volunteers of the policies and operating procedures of CUESA, and of the many service opportunities that are available. It is not a contract for employment or a guarantee of a continuing relationship. CUESA reserves the right to change policies and procedures or revise the contents of the Volunteer Handbook at its sole discretion, without prior notification to volunteers.

GENERAL PROCEDURES

BECOMING A VOLUNTEER

To become a volunteer with CUESA, please complete the following steps:

- ♦ Complete and submit the Volunteer Application Form and other requested forms
- ♦ Complete a brief in-person or telephone interview with the Special Programs Manager
- ♦ Attend a General Orientation meeting which will include an overview of CUESA and its history, a review of policies and procedures, a discussion of volunteer positions and opportunities, and a tour of our facilities
- ♦ Request, be selected for, and then placed into a particular job or jobs
- ♦ Receive additional job orientation and training relative to those specific assigned volunteer jobs (see below)

JOB ORIENTATION & TRAINING

Before beginning your regular volunteer assignment(s), your Supervisor(s) will discuss the following items with you:

- ♦ Review job duties, expectations and evaluation procedures
- ♦ Confirm work dates, times, and anticipated duration of your participation
- ♦ Supply you with your name tag and review sign-in and sign-out procedures
- ♦ Provide job specific training on all skills needed to perform assigned tasks
- ♦ Discuss procedures for obtaining, using, and caring for needed supplies
- ♦ Provide safety orientation
- ♦ Review locations of restrooms, first aid kits, and places for your personal items such as purses/coats, etc.
- ♦ Confirm lunch and break schedules

VOLUNTEER BENEFITS

The many benefits of becoming a CUESA volunteer include:

- ♦ Discounts on registrations for CUESA-sponsored educational programs & tours (free registration for volunteers working at educational programs)
- ♦ Discounts on tickets to select CUESA-sponsored special events
- ♦ Discounts on CUESA merchandise
- ♦ Invitations to volunteer recognition events
- ♦ Invitations to staff and volunteer-only educational programs or activities
- ♦ Gifts of merchandise or fresh produce in recognition of significant terms of volunteer service
- ♦ Professional networking opportunities
- ♦ Access to resources and resource persons on sustainable agriculture and food systems
- ♦ Opportunity to learn new skills
- ♦ Working with people with similar interests; making new friends

GENERAL POLICIES

ABSENCES

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. If you know you will be absent, you should attempt to schedule a replacement volunteer from the volunteer roster. If you cannot find a replacement, or if you know you will be more than 15 minutes late, you should notify your supervisor, the Volunteer Coordinator, or the CUESA office as soon as possible.

ACCIDENTS OR INJURIES; EMERGENCY PROCEDURES

If you or a visitor is injured, you should immediately contact any CUESA staff or Ferry Building Staff immediately. At volunteer orientation you will be given a CUESA Emergency Procedures pamphlet which addresses catastrophic or natural disaster emergencies

BACKGROUND CHECK

Although they are generally not required, at times certain volunteer positions may require that applicants complete a background check prior to placement. The results of these checks will remain confidential.

BLOGGING

Sometimes volunteers like to share their experiences with CUESA and the Ferry Plaza Farmers Market in conversations with family and friends, or to wider audiences online. CUESA neither promotes nor forbids blogging or posting to online forums. However, if you do, we ask that you respect the following guidelines:

- ◆ Please write from your own point of view, not CUESA's. If you've had a negative experience, let us know so we can help or improve. Refrain from personal attacks or being disrespectful of others.
- ◆ Be clear about your position in the organization. As a volunteer with CUESA, you represent us while you are performing your volunteer service, but you are not an official spokesperson. However, simply by your association you are perceived as an ambassador anytime you discuss the organization.
- ◆ Ask a staff member, and check your facts before posting.
- ◆ Be aware of your audience and the people your comments could impact. Lots of people keep up with CUESA news including staff, other volunteers, board members, farmers, market shoppers and Ferry Building management and businesses.

As a courtesy, we appreciate knowing about your posts about the market. We always like to hear our volunteers' perspectives! You can email links to ashleigh@cuesa.org.

DRESS CODE

It is important that volunteers be dressed in a presentable and appropriate fashion, as well as safely and comfortably. Volunteers working in the Markets should wear sturdy footwear and are encouraged to wear a hat and sunglasses, or use sunscreen for protection. Volunteers for special programs or fundraising activities should dress in a manner appropriate to the event.

EQUAL OPPORTUNITY

It is the policy of CUESA to treat all volunteers and staff equally on the basis of job-related qualifications regardless of gender, national origin, age, or any other classification proscribed under local, state, or federal law.

EQUIPMENT

CUESA generally provides all the necessary tools, safety equipment and supplies to volunteers and staff when they are needed, so that they may accomplish assigned tasks. However, you may bring and use your own tools or safety equipment if preferred. Resources such as reference and reading materials are available from the CUESA office and may be borrowed for short lengths of time.

EVALUATION

Depending on the extent and complexity of your job, evaluations of your performance may be formal or informal, written or oral. It is important that you communicate clearly and frequently with your supervisor. Feel free to address any successes, difficulties, suggestions, or questions you have.

IDENTIFICATION

You should always conspicuously wear your name tag when interacting with the public. It is important for visitors to be able to identify individuals who are able to help them with directions, concerns and information. Please report lost name tags immediately to the Volunteer Coordinator for replacement.

MAINTENANCE OF PERSONAL DATA

You are responsible for updating personal data, such as change of address, contact telephone number, etc., with the Volunteer Coordinator.

NO SOLICITATION/NO DISTRIBUTION

The conduction on non-CUESA business on site, such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of memberships or any other similar types of activity, is strictly prohibited.

OPEN DOOR POLICY

Should you have or foresee a problem that may interfere with your commitment or ability to adequately perform your responsibilities, please immediately discuss the matter with

your supervisor or another member of the staff. The Volunteer Coordinator is always available to discuss changes, problems, or concerns.

PARKING

Parking is not provided for any volunteer or paid staff or board member, although parking validation for pre-approved lots is available.

PROFESSIONAL STANDARDS

The manner in which we as volunteer and paid staff conduct ourselves should create a favorable and lasting impression of CUESA and its operations and activities. The continued success of the organization depends on the quality, integrity, expertise, and professionalism of all our staff.

Market customers and program participants must receive prompt and courteous attention and a helpful and meaningful response. Visitors to our facilities must always be treated with deference, tact, and courtesy. Similarly, respect and thoughtfulness towards your fellow workers will always be expected.

REPORTING FOR DUTY, KEEPING WORK HOURS

You should report to your assigned supervisor upon arrival. Supervisors will provide instructions for storing coats, bags, and other personal items; we recommend locking valuable items in the trunk of your vehicle. You must sign-out upon completion of your shift, noting the total number of hours worked. Keeping an accurate tally of volunteer work hours is very important.

RESIGNING FROM THE VOLUNTEER PROGRAM

To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.

SAFETY AND SECURITY PROCEDURES

You are expected to observe and follow all the safety and security policies of CUESA. You are also encouraged to report unsafe conditions to their supervisor, the Volunteer Coordinator or Executive Director. If you observe any unsafe or inappropriate behavior by other volunteers, staff, or visitors & participants, contact any of the paid staff available.

SEXUAL HARASSMENT

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment.

TERMINATION OF VOLUNTEERS

CUESA reserves the right to terminate any volunteer for violations of policies or procedures, or failure to perform assigned duties.

VEHICLES AND EQUIPMENT

You are not generally not authorized to drive any vehicles on behalf of CUESA. You may use CUESA equipment only in connection with your duties and after receiving appropriate training.

WEATHER

CUESA staff make a strong effort to continue all operations and events under mildly inclement weather. In the event of major weather events or natural disasters, CUESA staff will give you notice if normal operations are canceled. If you do not receive notification of cancellation, you are expected to report as scheduled.

VOLUNTEER JOB DESCRIPTIONS

COMMUNICATIONS VOLUNTEER

General Summary

Under supervision, assist in the promotion of the Ferry Plaza Farmers Market and its educational programs in support of CUESA's mission. Assist with other administrative and office tasks. Report to Administrative and Events Manager.

Examples of Specific Duties

- ◆ Help update online calendar of events and websites that list CUESA information
- ◆ Help assemble publicity materials, including photocopying and processing mailings
- ◆ When appropriate, assist with writing, designing and editing publicity materials
- ◆ Assist in maintaining up-to-date press packets
- ◆ Assist with mailing press releases and press packets, and other mailing projects

Important Volunteer Characteristics

- ◆ Interest or experience in sharing information with the press and community
- ◆ Familiarity with local papers, weeklies, blogs and community calendars
- ◆ Knowledge of general office procedures
- ◆ Familiarity with office equipment and/or computers
- ◆ Ability to interact positively with staff, media professionals and visiting public
- ◆ Safety minded
- ◆ Awareness of CUESA policies and procedures

Work Location, Times and Conditions

Primarily works indoors in CUESA office spaces. Office work hours typically available Monday-Friday between 9 am-5 pm. Prefer a commitment of at least 8 hours per month (2 hour shift minimum) for 3 months, but will consider alternative schedules. Activities typically require a pool of 1-2 active volunteers at any one time to meet demands.

CULINARY PROGRAMS VOLUNTEER

General Summary

Under supervision, provide support for Market to Table programs such as cooking demonstrations, product tastings and producer interviews. Report to Market Chef.



Examples of Specific Duties

- ◆ Help set up and break down CUESA's market kitchens, including audience chairs, audiovisual equipment, mirrors, signage, cook tops, pods, and tables
- ◆ Assist guest chefs before and during cooking demonstrations, including shopping from farmers, prepping food and serving tasting portions to audience
- ◆ Assist with arranging and preparing ingredients for market tastings of seasonal produce
- ◆ Answer questions about CUESA, the Ferry Plaza Farmers Market, CUESA educational programs and the Ferry Building
- ◆ Assist Market Chef as requested
- ◆ Fill in at farmers booths when needed during Meet the Farmer interviews

Important Worker Characteristics

- ◆ Experience or interest in the Ferry Plaza Farmers Market, food and cooking, agriculture, education or public outreach
- ◆ Commitment to sustainable food systems and supporting local farmers
- ◆ Ability to interact with colleagues, farmers, food professionals and the public in a wide range of situations with courtesy and respect
- ◆ Attention to safety and to detail in the presentation of food, informational displays and facilities set-up
- ◆ Ability to lift and maneuver moderately heavy materials and work on your feet for up to six hours
- ◆ Awareness of CUESA policies and procedures
- ◆ Willingness to help with kitchen clean-up. This is essential to the maintenance and operation of our program

Work Location, Times and Conditions

Primarily works outdoors in North Arcades of the Ferry Building; the covered kitchen spaces are minimally exposed to weather. Prefer a commitment of one 6-hour shift per month for a 3 month minimum, but will consider other schedules. Programs typically require a pool of 4 - 6 active volunteers at any one time to function properly. Days and times vary according to season, program schedules and special events, but typically occur during the Ferry Plaza Farmers Market at these times:



Saturdays, 8am-2pm
Tuesdays, 9am-3pm
Thursdays, 9am-3pm

DATABASE MANAGEMENT VOLUNTEER

General Summary

Under supervision, help with data entry and management of current data base systems. Office and all CUESA operations anticipate changing to a new comprehensive data base system soon. Report to Administrative and Events Manager.

Examples of Specific Duties

- ◆ Input data into current internal database systems (Access & Excel)
- ◆ Run queries to capture emails, upload into external email service
- ◆ Help to convert current data into new database system once system is implemented in 2007

Important Worker Characteristics

- ◆ Experience or interest in data entry and data base management
- ◆ Accuracy in data entry
- ◆ Familiarity with Access, Excel and Donor Perfect a plus
- ◆ Attention to detail
- ◆ Ability to focus in active office setting
- ◆ Awareness of CUESA policies and procedures
- ◆ Safety minded

Work Location, Times and Conditions

Primarily works indoors in CUESA office spaces. Office work hours typically available Monday-Friday between 9 am-5 pm. Prefer a minimum commitment of at least 8 hours per month (2 hour minimum per shift) for 6 months, but will consider alternative schedules. Work load typically requires a pool of 1-2 active volunteers at any one time to meet demands.



EDUCATION PROGRAMS VOLUNTEER



General Summary

Under supervision, assist in the preparation, promotion and management of formal educational programs in support of CUESA's mission. Report to Director of Education or Visual and Virtual Education Manager.

Examples of Specific Duties

- ◆ Help set up and take down chairs, audiovisual equipment, and other needed equipment and supplies
- ◆ Assist with registration and check in of participants when required
- ◆ Help with distribution of handouts and other program items
- ◆ Assist with any emergency situations which may arise during a program, using procedures detailed in the Volunteer Handbook
- ◆ Assist with office support such as assembling publicity materials, photocopying, processing mailings, and if appropriate, writing and designing publicity materials
- ◆ Help prepare mailings of program brochures and other materials; assist with proofreading and writing of same
- ◆ Assist with development of curriculum materials as appropriate
- ◆ Assist education staff as requested

Important Worker Characteristics

- ◆ Experience or interest in the Ferry Plaza Farmers Market, sustainable agriculture, food systems
- ◆ Experience or interest in managing outreach or education programs
- ◆ Experience or interest in customer service; ability to interact positively in all situations
- ◆ Attention to detail
- ◆ Awareness of CUESA policies and procedures
- ◆ Safety minded

Work Location, Times and Conditions

Generally work in a variety of locations both indoors and outdoors around the Ferry Building, with occasional exposure to weather. On occasion, may be asked to go outside of building to assist with programs in remote locations. Work days and times will vary depending on assignment. Prefer a minimum commitment of work at one program/month for a minimum of 3 months, but will consider alternative schedules. Programs typically required a pool of 4-6 active volunteers at any one time to function properly.



EDUCATION SPECIAL PROJECTS VOLUNTEER

General Summary

Under supervision, help develop, create, maintain and evaluate special projects in support of CUESA's educational mission. Some projects are ongoing, some are finite. Report to Visual and Virtual Manager.



Examples of Specific Duties

The array of Special Projects needing support varies. It is always best to inquire about current needs to see if there are projects available of interest to you. Some examples of the types of positions available are:

Seller Sign Copywriter

- ◆ Use CUESA files to gather information needed to create farm and vendor signs
- ◆ Call and interview farmers and vendors to verify or gather additional information
- ◆ Enter information into Quark template
- ◆ Distribute files to staff for editing; make corrections or updates as needed

E-letter Contributor

- ◆ Discuss concepts for Weekly E-letter article topics with staff
- ◆ Write articles for Weekly E-letter
- ◆ Submit drafts for editing; make corrections as needed

Important Worker Characteristics

Skills needed vary by project, but often include some combination of the following:

- ◆ Experience or interest in sustainable agriculture, food systems, culinary knowledge
- ◆ Computer skills, including Word, Quark or Photoshop
- ◆ Good writing skills
- ◆ Awareness of CUESA policies and procedures
- ◆ Safety minded

Work Location, Times and Conditions

Primarily works indoors in CUESA office setting except when research or materials gathering requires traveling to other locations. Onsite office work typically available Monday-Friday between 8 am-5 pm. Prefer a minimum commitment of work at 4 hours/month (2 hour minimum shift) for 3 months, but will consider alternative schedules. Project loads typically require a pool of 2-4 active volunteers at any one time to meet demands.



FARMERS MARKET DISCOVERY STATION VOLUNTEER (INTERPRETATION SPECIALIST)

General Summary

Provide detailed information and hands-on learning opportunities to Farmers Market visitors.
Reports to Director of Education.

Examples of Discovery Stations proposed include:

- ◆ Uncovering the true costs of food and agriculture
- ◆ Biodiversity of food crops and animal breeds

Examples of Specific Duties

- ◆ Study & master information relative to Farmers Market products or sustainable agriculture as assigned
- ◆ Engage with visitors to facilitate learning
- ◆ Operate an in-market Discovery Station (table/small booth) with printed resources and hands-on activities for sharing with visitors
- ◆ Assist staff to develop resources and activities appropriate to assigned Discovery Station(s)
- ◆ Handle any emergency situations which may arise during a tour, using procedures detailed in the Volunteer Handbook

Important Worker Characteristics

- ◆ Experience or interest in farmers' markets, sustainable agriculture, and food systems
- ◆ Interest or experience in teaching and sharing information with the public
- ◆ Interest in learning detailed information about a particular topic or topics
- ◆ Friendly demeanor and ability to communicate well with all types of people
- ◆ Experience or interest in customer service; ability to interact positively in all situations
- ◆ Awareness of CUESA policies and procedures
- ◆ Safety minded

Work Location, Times and Conditions

Primarily works outdoors in assigned area of Farmers Market with some exposure to weather. Prefer a commitment of one 6-hour shift per week for a 3 month minimum, but will consider other schedules. Program expectations typically require a pool of 8-12 active volunteers at any one time to meet needs. Discovery Stations are generally only available during normal weekend market operations, which include:

Saturdays, 8 am - 2 pm

INFORMATION BOOTH VOLUNTEER

General Summary

Under supervision, help set up, manage, and take down Information Booth at the Ferry Plaza Farmers Market. Answer questions, provide various services, and promote CUESA programs and events. Report to Associate Director of Operations.

Examples of Specific Duties

- ◆ Assist the Information Booth staff with the set up of table covers, and promotional and informational materials
- ◆ Respond to questions regarding the market, sustainability, CUESA, and general topics
- ◆ Validate parking coupons
- ◆ Facilitate Veggie Valet services
- ◆ Direct EBT (food stamp) purchases to Information Booth staff or Market Manager
- ◆ Promote CUESA programs and special events
- ◆ Provide general customer service
- ◆ At end of Market, assist Information Booth staff or Market Manager with packing away all table covers, and promotional & informational materials
- ◆ Assist Market staff as requested



Important Worker Characteristics

- ◆ Experience or interest in farmers' markets, food systems, outreach or education
- ◆ Experience or interest in customer service; ability to interact positively in all situations
- ◆ Safety minded
- ◆ Ability to lift and maneuver moderately heavy materials
- ◆ Awareness of CUESA policies and procedures

Work Location, Times and Conditions

Primarily works outdoors at covered information booth with some exposure to weather. Prefer a minimum commitment of 2 shifts per month for six months, but will consider alternative schedules. Booth typically requires a pool of 6-8 active volunteers at any one time to function properly. Shifts available include:

Saturdays, 8 am to Noon & 10 am to 2 pm
Tuesdays, 10:00 am to 2:15 pm
Thursdays, 10am to 2:15pm



PHOTOGRAPHY VOLUNTEER

General Summary

Under indirect supervision, take photographs in support of CUESA programs, events, displays, website and marketing/media efforts. Report to Visual and Virtual Educaion Manager.

Examples of Specific Duties

- ◆ Receive assignment lists from all staff via the Visual and Virtual Educaion Manager
- ◆ Take high resolution digital photographs of CUESA markets, programs, and special events as assigned; generally must supply own camera equipment
- ◆ Download and edit photos as required

Important Worker Characteristics

- ◆ Experience in digital photography
- ◆ Experience or interest in CUESA markets, programs, and outreach activities
- ◆ Ability to work independently
- ◆ Safety minded
- ◆ Awareness of CUESA policies and procedures

Work Location, Times and Conditions

Primarily works outdoors around the Ferry Building with exposure to weather, although some event photography will be indoors. On occasion, may be asked to go outside of area to photograph farms or production sites. Prefer a commitment of completing at least 3 photo assignments during a 6 month period. Work days and times will vary depending on assignment. Work load typically requires a pool of 1-2 active volunteers at any one time to meet demands.

SPECIAL EVENTS VOLUNTEER

General Summary

Under supervision, assist in the preparation, promotion and execution of Special Events and Fundraising Event programs in support of CUESA's mission. Report to Administrative and Events Manager or Event Committee Chairperson.



Examples of Typical Duties

NOTE: Detailed job descriptions will be developed and used in the recruitment of volunteers for each specific event

- ◆ Assist with electronic and person-to-person promotion of events
- ◆ Assist with event ticket sales, raffle ticket sales, and other sales
- ◆ Assist with sourcing donations as needed
- ◆ Help set up and take down chairs, audiovisual equipment, and other equipment and supplies as needed
- ◆ Assist with registration and check in of guests when required
- ◆ Help with distribution of publicity materials and other items
- ◆ Assist with any emergency situations which may arise during a program or event, using procedures detailed in the Volunteer Handbook
- ◆ Help assemble event-specific publicity materials, including photocopying, processing mailings, and if appropriate, writing and designing publicity materials
- ◆ Help prepare mailings of invitations and other materials; assist with proofreading and writing of same
- ◆ Assist market operations staff during events as requested

Important Worker Characteristics

- ◆ Experience or interest in the Ferry Plaza Farmers Market, sustainable agriculture, food systems
- ◆ Experience or interest in coordinating events
- ◆ Experience or interest in customer service; ability to interact positively in all situations
- ◆ Attention to detail
- ◆ Awareness of CUESA policies and procedures
- ◆ Safety minded

Work Location, Times and Conditions

Generally work in a variety of locations both indoors and outdoors around the Ferry Building, with occasional exposure to weather. On occasion, may be asked to go outside of building to assist with promotions in remote locations. Work days and times will vary depending on event and task. Events may vary widely in their volunteer staffing needs, requiring as few as 4 volunteers or as many as 20. Event specific volunteer recruitment will be conducted on an as-needed basis.



Waste Wise Station Monitor

General Summary

Under indirect supervision, volunteers will monitor the recycling, compost and waste bins at the SF Ferry Plaza Farmers Market, and assist shoppers with the correct placement of discarded materials into the appropriate collection bin.

Examples of Typical Duties

- ◆ Assist shoppers with the correct placement of discarded materials
- ◆ Educate shoppers about recycling and composting
- ◆ Monitor bins and alert operations staff when change is needed
- ◆ Prevent bin contamination through careful monitoring
- ◆ Communicate all issues with the Waste Wise Volunteer Coordinator

Important Worker Characteristics

- ◆ Experience or interest in recycling and composting
- ◆ Experience or interest in educating the public about being waste wise
- ◆ Experience or interest in customer service; ability to interact positively in all situations
- ◆ Ability to interact with all types of people
- ◆ Awareness of CUESA policies and procedures
- ◆ Ability to stand for a period of time

Work Location, Times and Conditions

Primarily outdoors around the Ferry Building, with occasional exposure to weather. Shifts are Tuesdays from 10am-2:00pm, Saturdays from 9am-2:00pm, and Thursdays from 10am-2pm. Arrangements can be made for special schedules.

WEBSITE VOLUNTEER

General Summary

Under indirect supervision, help update or input new information directly to the CUESA website. Report to Visual and Virtual Educaion Manager.

Examples of Specific Duties

- ◆ Receive lists of new or updated information from staff
- ◆ Input information to the CUESA website using Dreamweaver software
- ◆ Test and edit input as required or instructed

Important Worker Characteristics

- ◆ Experience or interest in creating and managing web sites
- ◆ Some knowledge of Dreamweaver or HTML desirable
- ◆ Attention to detail
- ◆ Ability to work independently
- ◆ Awareness of CUESA policies and procedures
- ◆ Safety minded

Work Location, Times and Conditions

Primarily works indoors in CUESA office spaces. Office work hours typically available Monday-Friday between 8 am-5 pm. Prefer a commitment of at least 8 hours per month (2 hour shift minimum) for 3 months, but will consider alternative schedules. Duties typically require a pool of 1-2 active volunteers at any one time to meet demands.



FORMS

VOLUNTEER APPLICATION

Today's Date: _____

Date Processed: _____

Full Name: _____

Mailing Address: _____

Daytime Phone: _____

Evening Phone: _____

Cell Phone: _____

Email: _____

Profession/Employer: _____

Academic Training/Certificates/Degrees: _____

Relevant Additional Skills: _____

Other Current Volunteer Positions: _____

Previous Volunteer Positions: _____

Emergency Contact Information:

Name(s) _____ Relationship _____

Address _____ Phone _____

Volunteer Areas of Interest (check all that apply):

_____ **Communications Volunteer**

Help with promotion of markets and educational programs, plus other routine office tasks

_____ **Culinary Programs Volunteer**

Help support and facilitate Farmers Market-based culinary programs

_____ **Database Management Volunteer**

Assist with data base entry and management

_____ **Education Programs Volunteer**

Assist in preparation, promotion and management of formal educational programs

_____ **Education Special Projects Volunteer**

Develop, create, maintain special projects & resources in support of educational mission

_____ **Farmers Market Discovery Station Volunteer (Interpretation Specialist)**

Provide detailed information & hands-on learning opportunities within the Farmers Market

_____ **Information Booth Volunteer**

Answer questions, provide customer service functions, promote programs & events

_____ **Photography Volunteer**

Take digital photos for programs, events, displays, website, marketing/media efforts

_____ **Special Events Volunteer**

Assist with preparation, promotion and execution of special events and fundraising events

_____ **Waste Wise Station Monitor**

Help shoppers choose the right bin for discarded materials

_____ **Website Volunteer**

Help update or input information to CUESA website

VOLUNTEER ACKNOWLEDGEMENT

My signature below signifies that I have received a copy of the CUESA Volunteer Handbook. As a volunteer of CUESA I agree to abide by the policies outlined in the Handbook. Furthermore, I understand that I am not an employee of CUESA and am not entitled to the benefits afforded employees of CUESA. My intent is to render my services to CUESA voluntarily. I understand that I will not be compensated for these services nor do I expect to be monetarily compensated for services performed on behalf of CUESA.

Signature

Date

BACKGROUND CHECK

Background checks are generally not required and will only be conducted if volunteers are working directly with children. All results will remain completely confidential.

I understand that in order to complete my application as a volunteer with CUESA a background check may be requested from the California Department of Public Safety (DPS) or other suitable source. If a record of criminal activities is revealed, I may be denied certain volunteer assignments. I also agree to report to the Program Manager all arrests, indictments, and convictions received during my volunteer assignment before returning to my volunteer duties.

In order to facilitate the criminal background check, I willingly provide information the following information:

Today's Date: _____
 Month Date Year

Print Full Name: _____

Signature: _____

Date of Birth: _____
 Month Date Year

Social Security Number: _____ - _____ - _____

Gender: ___ Male ___ Female

This information assists the CDPS in making a positive identification and in no way will be used to discriminate in placement in a volunteer assignment.

PERMISSION FORM FOR MINORS

(This form is for volunteers under the age of 18)

Youth Volunteer's Full Name:

Youth Volunteer's Birth Date:

Month Date Year

As the parent or guardian of the above named minor, I voluntarily give my permission for him/her to enroll as a Volunteer with CUESA and to receive all necessary instruction for his/her work as a Volunteer. We both agree to abide by the facility's rules and regulations as set forth in this Handbook. Furthermore, we understand that the facility is not to be held responsible in the case of an accident.

Signature of Parent/Guardian: _____

Phone Number of Parent/Guardian: _____

Date Signed: _____
Month Date Year

KEY CUESA STAFF

Name	Title	Office Phone	Email
Carmichael, Dexter	Director of Market Operations	415 291-3276, x 102	dexter@cuesa.org
Cummins, Julie	Director of Education	415 291-3276 x 106	julie@cuesa.org
Farren, Christine	Communications & Office Manager	415 291-3276, x 103	christine@cuesa.org
Collier, Ashleigh	Volunteer Coordinator	415 291-3276 x 105	ashleigh@cuesa.org
Greenaway, Twilight	Virtual Education Manager	415 291-3276, x 104	twilight@cuesa.org
Meyer, Lulu	Assistant Director of Market Operations	415 291-3276, x 100	lulu@cuesa.org
Stockdale, Dave	Executive Director	415 291-3276, x 107	dave@cuesa.org
Henkin, Sarah	Market Chef	415 291-3276, x 101	sarah@cuesa.org
CUESA Fax line		415 291-3275	
CUESA Farmers Market Cell Phone		415 286-6015	