

# Hall of Heroes Volunteer Handbook

Thank you for your interest in volunteering at the Hall of Heroes Comic Con. Here is what you need to know when it comes to volunteering with us. This is subject to change at any time. If you have any questions, reach out to the Volunteer Coordinator at [volunteer@hallofheroesmuseum.com](mailto:volunteer@hallofheroesmuseum.com)

## A. Volunteer Basics

1. Qualifications
  - i. Must be 18 years or older
  - ii. Must have reliable transportation
  - iii. Must attend 1 of the 2 introduction meetings, either in person or virtual
  - iv. Follow the Code of Conduct
  - v. Pass a basic background check
2. Perks of Volunteering
  - i. Weekend pass to Comic Con
  - ii. Volunteer t-shirt
  - iii. Food and drinks on the day you work
  - iv. Other goodies that will change year to year
3. Dress Code
  - i. Volunteer lanyard anytime you are in the building
  - ii. While on duty
    1. Volunteer shirt
    2. No face coverings, except masks worn for health reasons
    3. Close-toed comfortable shoes
    4. Appropriate bottoms, jeans, leggings, skirts, khaki, shorts
    5. No bathing suits, miniskirts, or short shorts
4. Entering the Cosplay Contest
  - i. To participate you must have a ticket to the Con, either one day or weekend
  - ii. If you are working during the pre-judging times, then make arrangements with the judges to get pre-judged
5. Code of Conduct
  - i. Treat all guests, fans, celebrities, vendors, staff, and artists with respect and courtesy
  - ii. Do not behave inappropriately
    1. Cosplay is not Consent - including hateful speech, non-consensual touching, verbal or physical harassment, nonconsensual pictures, video, or audio, and stalking
  - iii. Do not stalk, harass, disrupt guests, celebrities, or artists
  - iv. Present a positive demeanor with a smile
  - v. Follow instructions given by any staff
  - vi. Help give everyone a positive, memorable experience
6. Safety
  - i. If you feel unsafe, please find a staff member immediately, one will be at the Information Booth the whole con

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- ii. If you see something happening or something dangerous also let a staff member know ASAP. Don't be a hero and try to stop it yourself. Get a description of the person/people and location if possible
- iii. If anything happens, we will talk in a private location with 2 staff present and anyone you want to be there. It will also be kept private and confidential
- iv. If any medical emergencies happen, please alert staff, prevent people from crowding, and call 911
- v. All guests, artists, vendors, or celebrity complaints should be directed to a staff member.

## B. Application and Scheduling

### 1. Application

- i. Fill out the application as soon as possible
- ii. Let us know any medical needs you have including dietary restrictions
- iii. Only sign up for shifts and positions you can commit to working

### 2. Setting the Schedule

- i. We will do the best we can to get everyone in the position they asked for but it is impossible to guarantee
- ii. The first choices will go to returning volunteers, then first come first serve
- iii. If your availability changes, please let us know ASAP so we can make any changes
- iv. Shift schedule will be sent out about a week before the Con date

### 3. During the Con

- i. Please arrive at the designated meeting place on time
- ii. We will do the best we can to get everyone out on time
- iii. If you can't work your whole shift, please let us know ASAP
- iv. If you do not show up or contact us, you will be ineligible from volunteering for future events

### 4. Volunteer Captains requirements

- i. Must fill out the application form
- ii. Must have worked at least two previous cons
- iii. Must have an over the phone or in person interview
- iv. All Volunteer Perks + extras

## C. Volunteer Job Descriptions

### 1. Everyone

- i. Have general knowledge of the Con and schedule of events
- ii. Check any trash cans in your area

### 2. Security – requires all standing

- i. Checking bags for weapons
- ii. Marking cosplay weapons for safety
- iii. Needs to be assertive

### 3. Tickets – requires sitting or standing

- i. Check in and take money at the entrance

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- ii. Must be good with math and working under pressure
- 4. Booths – requires sitting or standing
  - i. Information, Merchandise, Museum, Photo and Kids booths
  - ii. Supervise the booth, answering questions, giving information
  - iii. Photo Booth will assist in getting VIP members to the front of the photo line
  - iv. Kids booth volunteers need to be good with kids and creative
- 5. Door Monitors – requires sitting or standing
  - i. Celebrity Green Room, Volunteer Green Room, Front Entrance, and Secondary Entrance Doors
  - ii. Making sure only those authorized (badge and wristbands) are using doors
- 6. Roamer – required full mobility
  - i. Patrol vendor hall, answering questions, checking trash cans
  - ii. Patrol west hall, answering questions, checking trash cans
  - iii. Have an outgoing personality and be able to answer a variety of questions
  - iv. Celebrity Row, Assist Celebrity Committee Member with anything they need
    - 1. Celebrity Row volunteers need to be very professional while enforcing the rules
    - 2. Assist VIPs getting to the front of the Meet and Greet line
- 7. Stage – requires full mobility
  - i. Panel Room, Main Stage
  - ii. Needs to be familiar with PowerPoint
  - iii. Needs to be familiar with the technical aspects of microphones, speakers, and TV screens
  - iv. Reset the stage areas after events, pick up trash, put chairs back in line, check trash cans
  - v. Make sure VIPs are in the front
- 8. Volunteer Captain – requires full mobility
  - i. Help build a link between volunteers and volunteer coordinators
  - ii. Give shorts breaks to volunteers
  - iii. Hand out water to volunteers
  - iv. Provide leadership in their zone
    - 1. Zone 1 – Front Door, Tickets, Security, and Info Booth
    - 2. Zone 2 – Volunteer Lounge Door, Stage, West Hall Roamer, and Photo Booth
  - v. Must be outgoing and flexible
  - vi. Must be able to de-escalate situations

By signing or applying, I agree to abide by the Hall of Heroes Comic Con (HoHCC) policy and procedure as outlined in this Volunteer Handbook. I agree to be a positive ambassador on behalf of the Hall of Heroes Comic Con.

\_\_\_\_\_ Volunteer Signature, Date

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## Hall of Heroes Museum Volunteer Mission Statement

"Our mission is to empower volunteers to make a positive impact at the Hall of Heroes Museum and beyond. We strive to foster a culture of community service, collaboration, and compassion, where individuals from all walks of life can come together to provide a positive experience. Together, we believe in the extraordinary power of ordinary people to create lasting memories, a legacy of hope and opportunity for future generations."