

CUESA

CULTIVATING A HEALTHY FOOD SYSTEM

Volunteer Handbook



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Hello!

Welcome to CUESA (Center for Urban Education about Sustainable Agriculture) and thank you for your interest in becoming a volunteer. Since 1994, CUESA has been dedicated to promoting a sustainable food system through the operation of farmers markets and educational programs. We are keenly aware that it would be impossible to accomplish our nonprofit mission without your help. The commitment and hard work of our volunteers are pivotal to our success, and we hope you will consider joining the team.

As a volunteer, you will have opportunities to work in many aspects of the organization. You will receive a comprehensive orientation, followed by additional training, to prepare you for your chosen volunteer positions. Your time is extremely valuable to us, and we strive to make the volunteer experiences at CUESA fun, inspiring, engaging, and educational. Several times a year we gather our volunteers together to celebrate with field trips, DIY workshops, and lots of good food!

Thank you for your interest in CUESA and dedication to cultivating a healthy food system. We sincerely hope you will join us in making CUESA great!

Warm Regards,



Christine Farren
Executive Director

TABLE OF CONTENTS

I.	General Policies and Procedures	
	Introduction.....	5
	Procedures.....	6
	Volunteer Benefits.....	7
	Policies.....	8
II.	Volunteer Job Descriptions	
	Farmers Market	
	Produce Box Packing Volunteer.....	14
	Veggie Box Tent Volunteer.....	15
	Handwashing Hero Volunteer.....	16
	Information Booth Volunteer.....	17
	Culinary Programs Volunteer.....	18
	Food Access and Outreach Volunteer.....	19
	Education	
	Foodwise Kids Volunteer.....	20
	Education Programs Volunteer.....	21
	Events & Outreach	
	Events Volunteer.....	22
	Outreach Volunteer.....	23
	Communications Volunteer.....	24
	Administration	
	Database Management Volunteer.....	25
III.	Forms	
	Volunteer Application.....	27
	Volunteer Expectations.....	31
	Volunteer Acknowledgement.....	31
	Parental Permission.....	32
	Staff Directory.....	33

GENERAL PROCEDURES & POLICIES



CUESA volunteers ready to register guests for CUESA's Sunday Supper: A Farm to City Feast. Funds from this annual gala support CUESA's education programs.
All volunteer photos by Amanda Lynn Photography.

INTRODUCTION

Volunteers are significant members of our team. We work together to provide the best service and experiences 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 CUESA are of the utmost importance.

We 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 volunteer experience be mutually beneficial for everyone.

This Volunteer Handbook is provided to inform volunteers and potential volunteers of the policies and operating procedures of CUESA, and of the many available service opportunities. The Handbook is not a contract for employment or a guarantee of a continuing relationship. CUESA reserves the right to change policies and procedures or to 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
- attend a General Orientation meeting, which will include an overview of CUESA and its history, a review of policies and procedures, and a discussion of volunteer positions and opportunities
- 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:

- Inclusion on the CUESA volunteer email and Facebook groups for announcements about volunteer and job opportunities with CUESA and other similar food-related organizations
- Discounts on registrations for CUESA-sponsored educational programs & tours
- Free or discounted 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 length or commitment 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 notify your supervisor or the CUESA office as soon as possible so a replacement can be found.

ACCIDENTS OR INJURIES; EMERGENCY PROCEDURES

If you or a visitor is injured, you should immediately contact any CUESA staff or Ferry Building staff. At volunteer orientation you will be given a CUESA Emergency Procedures pamphlet that 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.

CONFIDENTIALITY AND NONDISCLOSURE

Prior to your volunteer service, you will be required to read and sign the "Confidentiality and Nondisclosure Agreement" in which you agree to hold confidential or proprietary information in trust and agree that Confidential Information be used only for purposes expressly permitted by CUESA.

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 so that they can accomplish their 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

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

HOLD HARMLESS AND RELEASE OF LIABILITY

CUESA does its best to ensure the safest work environment possible. Prior to your volunteer service, you will be required to read and sign the "Waiver and Release of Liability and Hold Harmless Agreement" in which you agree to indemnify and hold harmless CUESA from any loss, liability, damage, or costs that may be incurred due to your volunteer activity.

IDENTIFICATION

You should always conspicuously wear your name tag when interacting with the public. It is important visitors are able to identify individuals who can help them with directions, concerns, and information. Please immediately report lost name tags 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 of 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. Those lots and parking rates can be found on the CUESA website.

PROFESSIONAL STANDARDS

The manner in which we as volunteers 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. CUESA staff should be contacted to assist in any situation that is beyond volunteers' control. 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 your supervisor, the Volunteer Coordinator, or Executive Director. If you observe any unsafe or inappropriate behavior by other volunteers, staff, visitors, or participants, contact any of the available paid staff.

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.

SOCIAL MEDIA AND 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 online community. If you're on social media, please connect, interact, and tag us @cuesa in your posts, so we can respond or share.

Facebook: www.facebook.com/cuesa

Instagram: www.instagram.com/cuesa

Twitter: www.twitter.com/cuesa

We're always excited to interact with our volunteers online and appreciate you spreading the word about CUESA's mission and programs to your own networks. While we enjoy seeing our volunteers post about their experiences, we ask that you please respect the following guidelines:

- Please write from your own point of view, not CUESA's. 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 any time you discuss the organization.
- If you're not sure about details, please talk to a staff member before posting. We're always happy to answer any questions or fact check a social media or blog post.
- If you've had a negative experience, please talk with us directly so we can discuss and try to remedy the situation. Please refrain from personal attacks or being disrespectful toward others.
- Be aware of your audience and the people your comments could impact. Many 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 and may even want to share them with the broader CUESA community. You can email links to brie@cuesa.org.

TERMINATION OF VOLUNTEERS

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

VEHICLES AND EQUIPMENT

You are 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 notify you if normal operations are canceled. If you do not receive notification of cancelation, you are expected to report as scheduled.

VOLUNTEER JOB DESCRIPTIONS



The CUESA Info Booth is the market hub of information for our farmers market community, and we couldn't run it without volunteers!

PRODUCE BOX PACKING VOLUNTEER

General Summary

Under supervision, help prepare CUESA produce boxes for curbside pickup to support our farmers and community in this time of social distancing at the Ferry Plaza Farmers Market. Report to Partnership & Events Manager.

Examples of Specific Duties

- Pick up pre-ordered products from farmers
- Assemble and fill boxes with products
- Deliver orders to the Veggie Box Tent
- Assist with setup and breakdown of produce box packing work area

Important Worker Characteristics

- Experience or interest in farmers markets, local food, outreach, or education
- Ability to interact with farmers, staff, and fellow volunteers with courtesy and respect
- Attention to safety and to detail in the presentation of food, informational displays, and facilities setup
- Experience or interest in customer service; ability to interact positively in all situations
- Ability to lift and maneuver moderately heavy materials
- Awareness of CUESA policies and procedures

Work Location, Times, and Conditions

Primarily works outdoors at covered arcade, located at the Ferry Plaza Farmers Market, with some exposure to weather. Prefer a minimum commitment of two shifts per month for six months, but will consider alternative schedules. Shifts available include:

Saturdays, 7 am-11 am

VEGGIE BOX TENT VOLUNTEER

General Summary

Under supervision, help distribute CUESA produce boxes for curbside pickup to support our farmers and community in this time of social distancing at the Ferry Plaza Farmers Market. Report to Operations Manager.

Examples of Specific Duties

- Pick up pre-ordered products from farmers
- Assemble and fill boxes with products
- Deliver orders to the Veggie Box Tent
- Assist with setup and breakdown of produce box packing work area

Important Worker Characteristics

- Experience or interest in farmers markets, local food, outreach, or education
- Attention to safety and to detail in the presentation of food, informational displays, and facilities setup
- Experience or interest in customer service; ability to interact positively in all situations
- 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, located at the Ferry Plaza Farmers Market, with some exposure to weather. Prefer a minimum commitment of two shifts per month for six months, but will consider alternative schedules. Shifts available include:

Saturdays, 9 am-11 am, 11 am – 1 pm

HANDWASHING HERO VOLUNTEER

General Summary

Under supervision, help maintain a safe marketplace by maintaining a handwashing station at the Ferry Plaza Farmers Market. Report to Operations Manager.

Examples of Specific Duties

- Greet shoppers at the handwashing station
- Disinfect spigot after each use
- Monitor supplies all while maintaining social distance
- Remind shoppers to wear their mask and keep 6' distance
- Answer general customer questions about CUESA and the market
- Provide general customer service

Important Worker Characteristics

- Experience or interest in farmers markets, local food, outreach, or education
- Experience or interest in sharing information with the public
- Experience or interest in customer service; ability to interact positively in all situations
- Awareness of CUESA policies and procedures

Work Location, Times, and Conditions

Primarily works outdoors at covered handwashing booth, located at the Ferry Plaza Farmers Market, with some exposure to weather. Prefer a minimum commitment of two shifts per month for six months, but will consider alternative schedules. Shifts available include:

Saturdays, 8 am-10:30 am, 10:30 am-1 pm

INFORMATION BOOTH VOLUNTEER

General Summary

Under supervision, help provide market services at the Information Booth in the Ferry Plaza Farmers market. Report to Operations Manager.

Examples of Specific Duties

- Answer general customer questions about CUESA and the market
- Promote CUESA events and programs, including the newsletter and Seasonal Shopper program
- Distribute parking validations
- Facilitate Veggie Valet services
- Provide general customer service
- Assist with setup and breakdown, if present and as requested

Important Worker Characteristics

- Experience or interest in farmers markets, local food, outreach, or education
- Experience or interest in sharing information with the public
- Experience or interest in customer service; ability to interact positively in all situations
- 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, located at the Ferry Plaza Farmers Market, with some exposure to weather. Prefer a minimum commitment of two shifts per month for six months, but will consider alternative schedules. Shifts available include:

Saturdays, 7:30 am-11:30 am, 10 am-2 pm

CULINARY PROGRAMS VOLUNTEER

General Summary

Under supervision, provide support for culinary education programs such as Market to Table programs, Hands-on Classes, and Food Shed. Report to Education Assistant.

Examples of Specific Duties

- Help set up and break down CUESA's market kitchens, including audience chairs, audiovisual equipment, and signage
- Assist guest chefs before and during cooking demonstrations, including shopping, prepping food, and serving tasting portions to audience
- Assist with arranging and preparing ingredients for market tastings of seasonal produce
- Answer questions about CUESA, our farmers markets, and our educational programs
- Assist Education Assistant as requested

Important Worker Characteristics

- Experience or interest in farmers markets, 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 setup
- Ability to lift and maneuver moderately heavy materials and work on your feet for up to six hours
- Awareness of CUESA policies and procedures

Work Location, Times, and Conditions

Primarily works outdoors; the covered kitchen spaces are minimally exposed to weather. Prefer a commitment of one five-hour (or shorter) shift once per month for a six-month minimum, but will consider other schedules. Programs typically require between two and five active volunteers.

Days and times vary according to season, program schedules, and special events, but typically occur during the markets at these times:

Ferry Plaza Farmers Market: Saturdays, 8am -2pm
* Possible weekday evening classes, 4pm - 9pm

FOOD ACCESS & OUTREACH VOLUNTEER

Provide information and hands-on learning opportunities to farmers market visitors through interactive Food Shed educational activities. Report to Director of Education.

CUESA's Food Access & Outreach activities may include:

- **Diversity on Your Plate:** Learn about the unusual fruits, vegetables, and animal breeds at CUESA farmers markets through matching games and an animal breed photo album. Find out about the problem of diminishing crop diversity.
- **Food Labels:** Learn to decode eco-labels through matching games, taste a fair trade tea, and pick up a glossary of food terms.
- **The Buzz about Bees:** Learn the crucial role honeybees play in food production, the challenges they face, and how to protect them. Taste honey varieties, and take home California native wildflower seed mix in a handmade origami seed packet.
- **Farms and the Drought:** Learn how farmers conserve water, find out how much water our favorite crops require through a matching game, and taste a dry farmed tomato.
- **Food Waste:** Learn how we waste food and how to reduce waste through a matching game, participate in an activity encouraging ideas for how to repurpose food "waste," and taste food made using something that's usually wasted (such as carrot tops or watermelon rinds)

Examples of Specific Duties

- Study and master information pertaining to the exhibit
- Set up, staff, and break down the Food Shed booth during the Mission Community Market
- Interact with visitors and facilitate learning; answer questions
- If desired, assist staff in developing resources and activities for future Food Sheds

Important Worker Characteristics

- Experience or interest in farmers markets, sustainable agriculture, food systems
- Interest or experience in teaching and sharing information with the public
- Experience or interest in customer service; ability to interact positively in all situations
- Awareness of CUESA policies and procedures

Work Location, Times, and Conditions

Primarily works outdoors in the Food Shed, located at the Mission Community Market, with some exposure to weather. Volunteers interested in working at the Food Shed over several weeks or more are preferred. Hours are Thursdays from 4:30-8pm and Sundays 10:30am-2:30pm.

FOODWISE KIDS VOLUNTEER

General Summary

Help facilitate hands-on learning opportunities for elementary school students participating in Foodwise Kids, a two-hour culinary farmers market field trip program that takes place on Tuesdays and Thursdays during the school year. Report to Education Specialist.

Examples of Specific Duties

- Assist Education Specialist and Foodwise Kids intern(s) during cooking classes.
- Help set up and break down CUESA's classroom, including work tables, equipment, and signage.
- Manage small group discussions about seasonal produce and local farms.
- Manage small group tastings of market produce.
- Help introduce ways of adding flavor through different ingredients.
- Help children shop in the market.
- Help teach knife safety skills and kitchen etiquette.
- Help children learn to prepare food using fresh fruit and vegetables.
- Manage hand washing lines.
- Assist Education Specialist and Foodwise Kids intern(s) as requested.

Important Worker Characteristics

- A love for working with children. Prior experience with children is helpful, but a formal background in childcare is not required.
- Experience or interest in farmers markets and sustainable agriculture.
- An interest in cooking is essential, but formal kitchen experience is not necessary.
- Ability to interact with colleagues, farmers, teachers, chaperones, and the public with courtesy and respect.
- Attention to safety and details in facilities setup and in the supervision of children.
- Ability to lift and maneuver moderately heavy materials and work on your feet for four hours
- Awareness of CUESA policies and procedures.
- Availability on Tuesdays and/or Thursdays from 9am–1pm or 10:30am-2:30pm during the school year, and 9am-1:30pm during the summer

Work Location, Times, and Conditions

Primarily works outdoors in South Arcade of the Ferry Building; the covered kitchen spaces are minimally exposed to weather. Requires a commitment of at least one shift per month for a three-month minimum. Two or four volunteers will support each class. Hours are Tuesdays and Thursdays 9am-1pm or 10:30am-2pm during the school year, and 9am-1:30pm during the summer.

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.

Examples of Specific Duties

- Help set up and take down chairs, 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 farmers markets, 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

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, work may take place at the Mission Community Market, or other offsite locations. Work days and times will vary depending on assignment.

EVENTS VOLUNTEER

General Summary

Under supervision, assist in the preparation, promotion, and execution of Events in support of CUESA's mission. Report to various CUESA staff, including Volunteer & Special Projects Coordinator, Development and Event Coordinator and/or Director of Development.

Examples of Typical Duties

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

- Assist with week-of event preparations in the CUESA office
- Assist with event set up by setting up rental and CUESA equipment and supplies according to the event floorplan
- Assist with registration by checking in guests, selling tickets, and checking coats
- Assist with event fundraising, including raffle ticket sales, silent auction, live auction, and fund-a-need appeal
- Assist event participants, including bartenders, chefs, and event sponsors
- Assist with event breakdown by collecting rental and CUESA equipment and supplies
- Assist with interactive CUESA educational activities for event guests
- Assist with post-event projects in the CUESA office

Important Worker Characteristics

- Experience or interest in farmers markets, 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

Work Location, Times, and Conditions

Generally work in a variety of locations both indoors and outdoors with occasional exposure to weather. Work days and times will vary depending on event and task. Events vary widely in their volunteer staffing needs, requiring as few as four volunteers or as many as 40. Event-specific volunteer recruitments will be conducted on an as-needed basis.

OUTREACH VOLUNTEER

General Summary

Represent CUESA at various fairs and festivals around the city. CUESA will provide an initial training and any updated talking points that might be needed on the day of the event. Will allow volunteers to develop public speaking and outreach skills, as well as network with other organizations. Report to Volunteer Coordinator.

Examples of Specific Duties

- Setting up, managing, and taking down booth
- Staffing events and interacting with members of the public
- Represent CUESA and engage with people using education materials
- Provide feedback and develop new outreach strategies

Important Worker Characteristics

- Interested in talking to people about CUESA and sustainable agriculture
- Previous experience as a CUESA volunteer (ideally)
- Desire to improve public speaking and outreach skills
- Ability to interact positively with festival staff and the public

Work Location, Times and, Conditions

CUESA will pull from a pool of volunteers for outreach events. Fairs and festivals will be both outdoors and indoors. Frequency of events is yet to be determined, but individual volunteers will be able to sign up for events as their schedule allows. Prefer a commitment of at least one event every other month for six months, but this is flexible based on the number of events and hours required. Duties typically require a pool of between six and twelve active volunteers at any one time to meet demands. Volunteers in this position are encouraged to also volunteer in other areas.

COMMUNICATIONS VOLUNTEER

General Summary

Under supervision, assist in the promotion of and communication about CUESA's mission, farmers markets, educational programs, and fundraising events. Depending on each volunteer's skills and interests, specific projects may include research, writing, editing, graphic design, photography, videography, or website support. Assist with administrative and office tasks as needed. Report to Communications Director.

Examples of Specific Duties

- Support communications and marketing efforts through research and outreach
- Help update online calendars and publications that list CUESA information
- Organize press clippings or photo archive
- Research and/or write articles or other materials for the CUESA e-letter and website
- Support marketing collateral design using Adobe Creative Suite
- Take high-resolution digital photographs or video of CUESA markets, programs, or events
- Make updates to the CUESA website

Important Volunteer Characteristics

- *For communications and marketing:* interest or experience in communicating with the press and public; familiarity with local publications, blogs, and community calendars
- *For writing, research, and editing:* journalistic or web writing and/or editing experience
- *For graphic design:* experience with Adobe Creative Suite (Photoshop, InDesign, Illustrator)
- *For photography or videography:* experience and proficiency in shooting digital photographs or video, with an online portfolio or examples; own a DSLR camera
- *For website support:* experience or interest in creating and managing websites, attention to detail; experience with content management systems (CMS) desired
- Knowledge of general office procedures, equipment, and/or computers
- Ability to work both collaboratively and independently
- Ability to interact positively with staff, media professionals, and visiting public
- Awareness of CUESA policies and procedures

Work Location, Times, and Conditions

Projects are on an as-needed basis. Location will vary depending on the task or project (farmers markets, CUESA office, etc.). Some projects (such as writing assignments) may be done remotely, in coordination with Communications Director. For office projects, work hours typically available Monday-Friday between 9 am-5 pm.

DATABASE MANAGEMENT VOLUNTEER

General Summary

Under supervision, help with data entry and management of current database systems. Office and all CUESA operations are in the midst of a transition to Salesforce. Report to Volunteer and Special Projects Coordinator.

Examples of Specific Duties

- Input data into current internal database systems (Salesforce & Excel)
- Run queries to capture emails, upload into external email outreach service
- Help to run reports and organize data as needed
- Document new data entry procedures

Important Worker Characteristics

- Experience or interest in data entry and data base management
- Accuracy in data entry
- Familiarity with Salesforce
- Ability or interest in learning Salesforce
- Attention to detail
- Ability to focus in active office setting
- 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 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 one or two active volunteers at any one time to meet demands.

Forms



CUESA's Foodwise Kids program is a free farmers market field trip and cooking class that serves 2,500 students each year, with thanks to our volunteers!

CUESA VOLUNTEER APPLICATION

Available online at [cuesa.org /volunteer](http://cuesa.org/volunteer)

Today's Date:

Full Name:

Mailing Address:

Cell Phone:

Home Phone:

Email:

Birthday:

Profession:

Current Employer and Position:

Previous Employer and Positions:

Academic Training/Certificates/Degrees:

Relevant Additional Skills (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Clerical/Office Administration | <input type="checkbox"/> Marketing |
| <input type="checkbox"/> Computer Skills | <input type="checkbox"/> Photography/Video |
| <input type="checkbox"/> Culinary | <input type="checkbox"/> Web/Digital Marketing |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Writing |
| <input type="checkbox"/> Event Planning | <input type="checkbox"/> Working with Youth |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Other: |

Other Current Volunteer Positions:

Previous Volunteer Positions:

Reason for volunteering with CUESA:

- | | |
|---|---|
| <input type="checkbox"/> Social Aspect | <input type="checkbox"/> Share Skills |
| <input type="checkbox"/> School Credit | <input type="checkbox"/> Learn New Skills |
| <input type="checkbox"/> Support the Cause | <input type="checkbox"/> Assist with Events |
| <input type="checkbox"/> Gain Employment Skills | <input type="checkbox"/> Other: |

Emergency Contact Information

Name(s):

Relationship:

Address:

Phone:

Volunteer Areas of Interest (check all that apply):

Farmers Market

- Culinary Programs Volunteer**
Help support and facilitate farmers market-based culinary program
- Food Access & Outreach Volunteer**
Provide detailed information & hands-on learning opportunities within the farmers market
- Information Booth Volunteer**
Answer questions, provide customer service functions, promote programs & events

Education

- Foodwise Kids Volunteer**
Help support and facilitate farmers market cooking classes for kids
- Education Programs Volunteer**
Assist in preparation, promotion, and management of formal educational programs

Events and Outreach

- Events Volunteer**
Assist with preparation, promotion, and execution of special events and fundraising events
- Outreach Volunteer**
Represent CUESA at various fairs and festivals around the city
- Communications Volunteer**
Help with promotion of markets and educational programs, plus other routine office tasks

Administration

- Database Management Volunteer**
Assist with data base entry and management

How did you hear about CUESA?

- | | |
|---|---|
| <input type="checkbox"/> Friend: _____ | <input type="checkbox"/> Website |
| <input type="checkbox"/> Ferry Plaza Farmers Market | <input type="checkbox"/> Social Media (Facebook, Twitter, etc.) |
| <input type="checkbox"/> Mission Community Market | <input type="checkbox"/> Other: |

VOLUNTEER EXPECTATIONS

Please return this form with the Volunteer Application.

We hope you will find your volunteer experience with CUESA to be rewarding and beneficial. Our expectations of you and your contributions are described in the handbook. However, we also want to know what you expect of our staff, and what you hope to gain from your volunteer experience.

My expectations as a CUESA Volunteer:

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 and I do not expect to be monetarily compensated for services performed on behalf of CUESA.

Signature

Date

PARENTAL PERMISSION FORM

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

Youth Volunteer's Full Name:

Youth Volunteer's Birth Date:

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

Name of Parent/Guardian: _____

Signature of Parent/Guardian: _____

Phone Number of Parent/Guardian:

Date Signed:

KEY CUESA STAFF

<u>NAME</u>	<u>TITLE</u>	<u>OFFICE PHONE</u>	<u>EMAIL</u>
Andrea Akers	Operations Manager	415 291-3276 x 102	andrea@cuesa.org
Rebecca Crawbuck	Partnership & Event Manager	415 291-3276 x 108	rebecca@cuesa.org
Christine Farren	Executive Director	415 291-3276 x 101	christine@cuesa.org
Tessa Kappe	Education Manager	415 291-3276 x 103	tessa@cuesa.org
Brie Mazurek	Communications Director	415 291-3276 x 104	brie@cuesa.org
Cindy Mendoza	Volunteer & Special Projects Coordinator	415 291-3276 x 103	cindy@cuesa.org
Lulu Meyer	Director of Operations	415 291-3276 x 100	lulu@cuesa.org
Tommy Phung	Assistant Operations Manager	415 291-3276 x 102	tommy@cuesa.org
CUESA Fax line		415 291-3275	
CUESA Market Cell		415 613-1639	

Thank you for supporting CUESA!



Updated 07.20