



2024 Symphony Ball Volunteer Roles

Registration Packet Stuffers /Silent Auction Set-up Hilton 10 AM – 2 PM

Registration/Silent Auction Set up volunteers will assist in preparing and assembling guest registration packets, as well as assist the silent auction team to set up the silent auction display tables before guest arrival.

Volunteers can expect to:

- Stand or sit and insert materials into large envelopes
- Move and arrange items by category on auction tables, ensure correct collaterals and signage are displayed
- Stand and walk around to complete task
- Bend, carry and lift up to 20lbs
- Have proficient English reading skills

6 volunteers needed

Decor Setup Hilton 1 PM – 4 PM Decor Strike Hilton 8 PM – 9:30 PM

Decor Setup volunteers will assist in setting up tables, as well as assist the silent auction team to set up the silent auction displays before guest arrival. Decor Strike volunteers will assist in taking down tables, as well as assist the silent auction team to take down the silent auction displays after guest departure for the Orchestra Hall portion of the evening.

Volunteers can expect to:

- Stand or sit during shift
- Move and arrange auction tables, ensure correct collaterals and signage are displayed
- Stand and walk around to complete task
- Bend, carry and lift up to [x] lbs
- Have proficient English reading skills

2-4 volunteers needed (setup)

2-4 volunteers needed (strike)

Silent Auction Safekeeper

Hilton

2 PM – 4 PM

Silent Auction Safekeepers will assist the Silent Auction team by watching over and securing the silent auction display tables after set up until the silent auction volunteers arrive for the event.

Volunteers can expect to:

- Stand, sit, and walk around to complete task
- Keep an eye on auction items after set up until auction volunteers arrive for event

4 volunteers needed

Greeters

Hilton

4 PM – 9 PM

Orch. Hall

7:30 PM – 9:30 PM*

Greeters will be positioned at key points of entry at the Hilton to welcome and direct guests to the 3rd floor ballroom. Both Greeters and Seating Captains will help transition guests from dinner at the Hilton to the party at Orchestra Hall, after dinner.

A second group of volunteer greeters will be needed at Orchestra Hall to welcome partier guests arriving to the Lobby and by Skyway.

Volunteers can expect to:

- Stand and mingle with guests welcoming and directing them through the event
- Be situated in all levels of the Hilton including the skyway by parking entrance, inside the main hotel lobby and near elevator bays and escalators
- Understand the flow of the evening
- Encourage guests to be seated for dinner
- Help guests find their numbered table by using a table map
- Encourage and lead guests to join in transitioning to Orchestra Hall for the concert and party

Volunteers in this role must be able to:

- Engage with major donor patrons
- Stand and walk
- Speak and Read English proficiently
- Read and explain a table map

Hilton

14-16 Volunteers needed

Orchestra Hall

8-10 Volunteers needed (*until concert start time)

Registration Volunteers

Hilton

4 PM – 8:15 PM

Registration volunteers are a first point of contact for guests attending this splendid event. Volunteers will be located at The Hilton and will greet, check-in, secure pre-payment, hand out event packets and direct patrons into the event. Auction Harmony is our vendor for registration technology.

Volunteers can expect to:

- Be trained on-site with laptops and credit-card swipers
- Ensure each guest receives their name badge, bidder number and registration packet of information for the evening
- Explain the content of the registration packet
- Help move registration lines along by greeting guests and directing them to alpha specific line
- Understand the general flow of the event timeline and locations
- Request assistance to resolve registration problems

Volunteers in this role must:

- Be comfortable working with the public
- Be comfortable using technology
- Have proficient hearing, reading and verbal English skills
- Be able to stand or sit for shift

8 volunteers needed

Silent Auction/Mobile Bidding Assistants

Hilton

4 PM – 9:30 PM

Silent Auction/Mobile Bidding Assistants will mingle with guests at the Hilton, answer questions, assist with app bidding, and monitor bidding at the bid tables. All bids will be made using Auction Harmony mobile technology. Silent Auction Monitors will keep an eye on displays and ensure that no one tampers with or removes items from the silent auction area. As the Silent Auction closes, Silent Auction Monitors will pack up auction items and auction display. Auction Harmony will generate a packing list for each guest who won prizes that night. Volunteers will pack all items on a slip into a bag for that guest. **All packaged auction items will be physically moved from the Hilton to Orchestra Hall for auction close set-up, where they will be alphabetized by guest name in the auction pick up and check out area.**

Volunteers can expect to:

- Greet patrons and assist with bidding as needed
- Answer questions about bidding technology
- Support patrons in placing or increasing a bid on a tablet or smartphone
- Monitor technology and immediately report issues to Minnesota Orchestra or Auction Harmony staff member
- Encourage bidding
- Close auction, pack items and displays. Transport items from the Hilton to Orchestra Hall.

Volunteers in this role must:

- Be comfortable using technology including tablets and smartphone
- Be willing to assist donors in placing and increasing bids
- Be comfortable mingling and engaging patrons in conversation
- Be able to stand and walk
- Be able to bend, lift and carry up to 20 lbs.
- Have proficient hearing and verbal English skills

5 Volunteers needed

Dinner begins at 6:30pm – Auction will remain open until 8:30 pm. Monitors will pack and move all auction items to Orchestra Hall after the Auction closes.

Seating Captains

Hilton

5:30 PM – 9 PM

Seating Captains will be positioned inside the Ballroom to help dinner guests find their tables at the start of the dinner portion of the evening. Seating Captains will also remain in the Ballroom to assist guests as needed as they leave and re-enter the Ballroom.

Volunteers can expect to:

- Stand and mingle with guests welcoming and directing them to their tables
- Understand the flow of the evening
- Encourage guests to be seated for dinner
- Help guests find their numbered table by using a table map
- Encourage and lead guests to join in transitioning to Orchestra Hall for the concert and party

Volunteers in this role must be able to:

- Engage with major donor patrons
- Stand and walk
- Speak and Read English proficiently
- Read and explain a table map

6 Volunteers needed

Live Auction and Fund-the-Music Spotters

Hilton

6 PM – 8:30 PM

Spotters for the Live Auction and Fund the Music play an important role during a high intensity and critical fundraising moment. Spotters will act as a visual liaison between the bidder and the auctioneer for both the Live Auction and the Fund-the-Music.

The Live Auction happens first

Volunteers will be positioned throughout the Hilton Ballroom, assigned to several tables to monitor for bidding. Live Auction Spotters will boldly signal the auctioneer when a guest near them raises their hand to bid on a live auction item. When your donor is the winner, you will loudly announce the winning bidder number to the auctioneer. Next, a recorder will come to you to document the winning bid amount announced by the auctioneer using the Auction Harmony bid tablets for each item sold. Donors throughout the Ballroom may participate so this volunteer must be aware of their section of guests.

Following the Live Auction will be the Fund-the-Music

During this time, you will once again be the liaison between the donor and the auctioneer. The auctioneer will begin a process of raising funds at set giving levels working down a ladder of levels. Each table will have bidding tablets and each volunteer will be assigned to monitor several tables and will also have a tablet. Volunteers will monitor their tables for donors who raise their hand or bidder number to participate in giving. The spotter will then hand a tablet to this donor or ensure a tablet on the table is passed to the donor to complete their Fund-the-Music gift. Spotters may need to assist donors in documenting their gift with the Auction Harmony bid tablets. The auctioneer will raise money at multiple levels. The auctioneer will signal spotters at a specific giving level (announced during the on-site event night training) when each spotter will assist each table with circulating the tablets to every guest at least one time. Spotters will also have gift envelopes and pens in the event that a donor has preference to write a check. Spotters will collect these gifts and give them to one of the recorders (Minnesota Orchestra Staff members) at the end of the fundraising.

Volunteers can expect:

- To support both the Live Auction and the Fund-the-Music
- To monitor 2-4 tables in the ballroom for both fundraising activities
- To boldly signal to auctioneer when a donor raises hand to bid on auction item or at a giving level for Fund-the-Music
- To listen carefully for bidding amounts to help confirm final live auction price. For the live auction, spotter of winning bidder will record winning bid, bidder and item by hand by writing it on paper.
- To answer donor questions and provide gift envelopes if requested
- To assist donors in finalizing their auction item or fund-a-need gift using Auction Harmony technology (Fund-the-Music, only)

Volunteers in this role must:

- Be able to visually spot donor bidding in a high-stress environment, and boldly signal auctioneer by waiving their arms
- Engage in highly social interaction
- Be able to stand and walk
- Be comfortable using and assisting with technology
- Have proficient hearing and verbal English skills

18-20 volunteers needed

Training at 6:30 pm.

Activity Assistants

Orch. Hall

9 PM – 12 AM

Activity Assistants will assist with and invite party guests to participate in activities as well as manage lines for activities held at the party at Orchestra Hall following the concert.

Volunteers can expect to:

- Stand and interact with guests welcoming and explaining their activities
- Understand the flow of the evening
- Encourage guests to participate
- Keep an orderly flow to the activity

Volunteers in this role must be able to:

- Engage with major donor patrons
- Stand and walk
- Speak and Read English proficiently

2 Volunteers Needed

Auction Check-Out

Orch. Hall

9 PM – 12:30 AM

Auction Check-Out volunteers will assist our event guests and partner Auction Harmony with the auction check out process, including locating and retrieving the correct items and assisting with collecting payment.

Volunteers can expect to:

- Work directly with our vendor, Auction Harmony who will direct and lead all efforts for auction close
- Locate packaged items and retrieve them for patrons who are checking out
- Assist with final check-out using laptops to process all donations and auction items

Volunteers in this role must:

- Be able to stand and physically lift and carry items.
- Engage in highly social activity
- Be comfortable using technology (those who help with actual check-out)
- Have proficient hearing and verbal and written English skills
- Be comfortable with high stress situations and people of all demeanors

6 volunteers needed