



January 16, 2025

The New Orleans Jazz and Heritage Festival is quickly approaching. Without the help of our dedicated volunteers the Festival would not be as nearly successful! Here at our production office we are already hard at work getting ready for the 2025 festival, and we hope to have you with us this year as a volunteer. Volunteer opportunities begin the second week of April and continue during the event from **April 24 – April 27 & May 1 – May 4**.

By participating in the program you will not only get to be part of the festival, but also be rewarded by participating in an event that gives back to our community in New Orleans. Profits generated from the festival are used throughout the community to implement many programs and service initiatives underwritten by the New Orleans Jazz & Heritage Festival and Foundation, Inc. Volunteering with Jazz Fest helps to support the continuation of these valuable programs within the community. More information on these programs can be found at <http://www.jazzandheritage.org/>.

To apply, please complete the 2025 Volunteer Application online at [www.nojazzfest.com/volunteer](http://www.nojazzfest.com/volunteer), by **February 28, 2025**. All potential volunteers must submit a current application in order to be considered as a volunteer for this year's festival.

For additional information, please refer to [www.nojazzfest.com/volunteer](http://www.nojazzfest.com/volunteer), or contact us at 504-410-6129 or [volunteers@nojazzfest.com](mailto:volunteers@nojazzfest.com). We look forward to working with you at this year's fest!

Sincerely,

Janelle Jefferson

Volunteer Program Coordinator  
New Orleans Jazz & Heritage Festival presented by Shell  
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# 2025 Volunteer Program Guidelines

Please read the following information carefully. This packet provides data pertinent to your successful participation in the Volunteer Program.



## REQUIREMENTS

- Be at least 18 years of age
- Submit an Application form by February 28, 2025
- Agree to a Criminal History Background Check
- Volunteer at least 3 shifts

## PERKS OF THE PROGRAM

- Enter the Festival for **free** on the event days that you volunteer
- Receive a **Festival T Shirt** and **Volunteer Gift** after completing your 15 hour commitment

## HOW TO BECOME A VOLUNTEER

- Submit an application online at [www.nojazzfest.com/volunteer](http://www.nojazzfest.com/volunteer). You will receive a confirmation email if your application is submitted correctly, so if you did not receive a confirmation email, resubmit your application or call our office.
- Wait for your scheduling phone call. One of our staff members will call you to set up a schedule based on our needs and the availability you indicated on your application. If you miss our phone call, return our call as soon as you can! Positions are filled as we make calls. Scheduling calls begin the first week of March and continue through the end of the March. Please be patient – we have a lot of volunteers to schedule!
- Double check your schedule when you receive it in your email. Let us know immediately if you see a problem.
- Attend Volunteer Orientation on Saturday April 19th, 2025 at 12:00pm.

## VOLUNTEER CODE OF CONDUCT

***Failure to follow any of the program rules is grounds for expulsion from the volunteer program.***

- Check-in at the Volunteer Trailer at the Belfort St. entrance before reporting to your shift and check-out at the Volunteer Trailer after you have completed your shift. **Your signed volunteer slip MUST be returned after each shift.**
- Wear your volunteer badge while on duty and **ONLY** while on duty.
- Remain on duty until the end of your shift. Check-out with your supervisor before leaving your post.
- Use of alcohol or controlled substances before or while on duty is **NOT** allowed. Any volunteer suspected of using or being under the influence of drugs or alcohol while on duty will be removed from the Volunteer Program.
- Children, friends, family members, and/or pets may **NOT** accompany you on your volunteer shift.
- Harassment is **NOT** allowed. It is not permissible to harass others on the basis of their gender, age, race, color, national origin, religion, marital status, citizenship, disability, sexual orientation, or other personal characteristics.
- Volunteers must comply with all security-related instructions.
- No one is allowed to set up or reserve areas in front of stages before the public gates open at 11:00am. Volunteers must adhere to the same prohibition list as the general public.

## THINGS TO KEEP IN MIND

- Many positions are outdoors and require traversing the Fair Grounds. Even indoor positions require volunteers to navigate to the Volunteer Trailer and to the location of their assignments. Dress comfortably and appropriately. Comfortable clothes, shoes (preferably closed-toe), sunscreen, hats, and rain gear are encouraged. Provocative, revealing, or offensive attire while on duty is not appropriate.
- Food is not provided to volunteers so bring snacks or expect to purchase food. There will be water in jugs at the volunteer trailer. It is recommended you bring a bottle to fill up.
- During the Festival portable restroom facilities will be available for volunteer use.
- Bags and backpacks may be no larger than 12" x 10" x 17". Storage space for personal items is not available.



# 2025 Volunteer Opportunities

To help you choose assignments that best fit you, the following icons have been added to descriptions

-Physically Demanding   -Computer Skills   -Outdoor Work   -Clerical duties

-Public Interaction   -Messy Work (i.e. painting)



## Keep in Mind:

- All assignments may include the above activities and/or skills. Icons only added where the particular skill or activity is essential to the volunteer duties.
- Volunteer shift times and duties are subject to change. Schedules are assigned based on availability, flexibility, date of application submission, and being in good standing with the volunteer department. Please contact the Volunteer Office if you need any further information.

## ACCESS PROGRAM

### ACCESS CENTER AMBASSADOR

**Location:** Fair Grounds – Access Center

**Dates:** April 24-27 and May 1-4

**Shifts:** 10am-2pm, 2pm-6pm

**Description:** Provide information and directions to festival goers. Give code to those eligible to use Access bathrooms.

**Vols per shift:** 3

### ACCESS TENT USHER

**Location:** Fair Grounds – Access Center

**Dates:** April 24-27 and May 1-4

**Shifts:** 11am-3pm, 2:30pm-6:30pm

**Description:** Assist staff ushers with keeping tent aisles clear and controlling crowds during busy performances.

**Vols per shift:** Weekdays-20, Weekends-24

### ACCESS PLATFORM USHER

**Location:** Fair Grounds – Access Center

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-3pm, 2:30pm-7pm

**Description:** Assist in guiding Access patrons onto the Access platforms and help get them situated. Check patron Wristbands to assure only Access Patrons use viewing areas. Keep track of the number of people in the area on an hourly basis. This position is in the sun all day.

**Vols per shift:** 1<sup>st</sup> shift- 20, 2<sup>nd</sup> shift-24

### ADA PORTELET PROTECTOR

**Location:** Fair Grounds – Access Center

**Dates:** April 24-27 and May 1-4

**Shifts:** 10am-2pm, 2:30pm-6:30pm

**Description:** Make sure only people with disabilities use the ADA locked port-o-lets and assist with the locks if someone is having difficulty. Stock portable toilets with toilet paper and soap. Volunteers must be friendly and willing to do a lot of walking.

**Vols per shift:** 4

## BIG CHIEF

### DÉCOR ASSISTANT

**Location:** Fair Grounds

**Dates:** April 21-22, May 5

**Shifts:** 9am-1pm, April 22– 9am-1pm, 1pm-5pm

**Description:** Assist staff in setting décor in the Big Chief Lounge.

**Vols per shift:** 1

### BIG CHIEF ASSISTANT

**Location:** Fair Grounds – Derby Building

**Dates:** April 24-27 and May 1-4

**Shifts:** 11am-3pm, 2pm-6pm

**Description:** Assist ushers at Big Chief stages, viewing stands, and hospitality areas with greeting and assisting patrons and keeping areas clean.

**Vols per shift:** 10

## CONGO SQUARE

### INFO BOOTH ASSISTANT

**Location:** Fair Grounds – Congo Square

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-1:30pm, 1:15pm-4:15pm, 4pm-7pm

**Description:** Assist fair-goers with directions, questions, etc. Must be knowledgeable of the Festival and New Orleans. Must enjoy communicating with the public and have good interpersonal skills. Multilingual helpful.

**Vols per shift:** 4

### EVENT SUPPORT

**Location:** Fair Grounds – Congo Square

**Dates:** April 24-27 and May 1-4

**Shifts:** 7am-11am, 11am-3:30pm, 3:30pm-7pm

Sunday Event Days – 7am-11am, 11am-4pm, 4pm-8pm

**Description:** Assist with light duties including setting up and breaking down routinely checking over Congo's area to make sure area is clean and to help report any vender/maintenance issues to staff. Volunteers are not allowed to take money or to eat or drink in the artist's booth. No heavy lifting or ladder work

**Vols per shift:** Event Dates: 1<sup>st</sup> shift- 3, 2<sup>nd</sup> shift-4, 3rd shift 3

## CONSTRUCTION

### FIRE EXTINGUISHER INSTALLER 🧰

**Location:** Fair Grounds – Barn 11

**Dates:** April 21-23

**Shifts:** 8am-12pm, 1pm-5pm

**Description:** Assist staff in installing fire extinguishers. Some lifting and holding extinguishers involved.

**Vols per shift:** 1

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### PAINTER 🧻☀️

**Location:** Fair Grounds – Barn 11

**Dates:** April 8-12, 15-19, 22-24

**Shifts:** 8am-12pm, 1pm-5pm

**Description:** Use rollers, brushes, etc. to paint plywood, stairs, and general equipment.

**Vols per shift:** 3

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### ELECTRICIAN HELPER 🧰

**Location:** Fair Grounds – Tote Board

**Dates:** April 24-27 and May 1-4

**Shifts:** 8:30am-12pm, 1pm-4pm

**Description:** Assist Electrician with installation duties including pulling parts from the tote board and delivering them on foot to various locations on the grounds in a timely manner. Must have some general knowledge of electricity.

**Vols per shift:** -2

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## CONTEMPORARY CRAFTS

### INFO BOOTH ASSISTANT ☀️🧑

**Location:** Fair Grounds – Heritage Square

**Dates:** April 24-27 and May 1-4

**Shifts:** 11-3pm, 2:30pm-6:30pm

**Description:** Assist fair-goers at the info booth with directions and questions. May be needed to distribute information or notices to the artists or sit in artist's booths if they are alone and need a 15 minute break. Volunteers must be knowledgeable of the Festival and New Orleans and have volunteered at least one year in the past.

**Vols per shift:** 2

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### EVENT SUPPORT 🧰☀️

**Location:** Fair Grounds – Heritage Square

**Dates:** April 24-27 and May 1-4

**Shifts:** 7am-11am, 11am-3pm, 2:30pm-6:30pm

**Description:** Assist with light duties including setting up and breaking down breakfast, watering plants, distributing artist's signs and assisting with any necessary paperwork. Routinely checking over Contemporary Craft's area to make sure area is clean and to help report any vendor/maintenance issues to staff. Volunteers are not allowed to take money or to eat or drink in the artist's booth. No heavy lifting or ladder work

**Vols per shift:** 7am-10 vols, 11am -2vols, 2:30pm- 2vols

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## CULTURAL EXCHANGE PAVILION

### PARADE ESCORT

**Location:** Fairgrounds-Cultural Exchange Pavilion

**Dates:** April 24-27 and May 1-4

**Shifts:** Varies by day

**Description:** Bilingual Spanish-English volunteer to assist CEP staff with parade group during their daily parade, and with any additional off stage performances -This includes escorting them to parade central, Walk the parade route, distribute water bottles, and assist with parade gear as needed.

**Vols per shift:** 2

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### HOSPITALITY ASSISTANT

**Location:** Fair Grounds – Cultural Exchange Pavilion

**Dates:** April 24-27 and May 1-4

**Shifts:** 11am-3pm, 3pm-6pm

**Description:** Help prepare hospitality area for Cultural Exchange Pavilion demonstrators and performers. Assist in keeping area clean and supplies stocked.

**Vols per shift:** 2

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### DEMONSTRATOR SUPPORT

**Location:** Fair Grounds – Cultural Exchange Pavilion

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-3pm, 3pm-6pm

**Description:** Assist CEP Staff with demonstrator needs. Distribute water, food, and refill supplies. Assist with communication with the public as needed.

**Vols per shift:** 6

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## FAIR PRODUCTION

### OFFICE AIDE 📁

**Location:** Fair Grounds – Dorm

**Dates:** April 14-18, 21-23, April 24-27 and May 1-4

**Shifts:** Non Event Days-12-4

Event Days – 10am-2pm, 2pm-6pm

**Description:** Assist Fair Staff with general office duties including answering telephones, data entry, copying, faxing, filing, etc.

**Vols per shift:** 1

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### PHOTOGRAPHER ☀️

**Location:** Fair Grounds

**Dates:** April 24-27 and May 1-4

**Shifts:** 10am-2pm

**Description:** Make photographic record of the building of the Festival, the event, and the break-down. Samples of work may be requested. All photos will be downloaded at the end of each shift. All photos are property of the Festival.

**Vols per shift:** 2

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## FAIR PRODUCTION

### INFORMATION BOOK & OFFICE ASSISTANT 📁

**Location:** Fair Grounds

**Dates:**, April 21-23

**Shifts:** 12pm-4pm

**Description:** Assist Director of Presentations and Information with assembling information books and with general office duties.

**Vols per shift:** 1

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### INFO BOOTH I ☀️🗿

**Location:** Fair Grounds – Info Booth I; Near Gentilly

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-2:30pm, 2pm-5pm, 4:30pm-7:30pm

**Description:** Assist fair-goers with directions and questions at the info booth. Must be flexible and willing to go wherever needed.

Volunteers must be knowledgeable of the Festival and New Orleans and have volunteered at least one year in the past.

**Vols per shift:** 2

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### INFO BOOTH II ☀️🗿

**Location:** Fair Grounds – Info Booth II, Savage Crossing

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-2:30pm, 2pm-5pm, 4:30pm-7:30pm

**Description:** Assist fair-goers with directions and questions at the info booth. Must be flexible and willing to go wherever needed.

Volunteers must be knowledgeable of the Festival and New Orleans and have volunteered at least one year in the past.

**Vols per shift:** 2

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### INFO BOOTH III

**Location:** Fair Grounds – Info Booth III; Grandstand

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-2:30pm, 2:30pm-6pm

**Description:** Assist fair-goers with directions and questions at the info booth. Must be flexible and willing to go wherever needed.

Volunteers must be knowledgeable of the Festival and New Orleans and have volunteered at least one year in the past.

**Vols per shift:** 2

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### INFO BOOTH IV & LOST AND FOUND ☀️🗿

**Location:** Fair Grounds – Info Booth at Lost Kids

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-2:30pm, 2pm-5pm, 4:30pm-7:30pm

**Description:** Assist fair-goers with directions and questions at the info booth. Must be flexible and willing to go wherever needed.

Volunteers must be knowledgeable of the Festival and New Orleans and have volunteered at least one year in the past.

**Vols per shift:** 2

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## FINANCE

### TIME CLOCK ASSISTANT

**Location:** Varies

**Dates:** April 24-27 and May 1-4

**Shifts:** 8am-11am

**Description:** Monitor an ipad that employees use to clock in and out. If there are any technical issues make sure to manually log the check in and check out times on a paper log. Must be comfortable with technology.

**Vols per shift:** 2

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## FOLKLIFE

### INFO BOOTH ASSISTANT & FOLK DEMONSTRATOR SUPPORT



**Location:** Fair Grounds – Folk Life Info Booth

**Dates:** April 24-27 and May 1-4

**Shifts:** 7:30am-11:15pm, 11:15am-3:15pm, 3:15pm-7:15pm

**Description:** Assist festival goers with directions and questions. Should be knowledgeable of the Festival and NOLA and able to work in a fast paced environment. Help Staff, vendors, and Folk Demonstrators in tents.

**Vols per shift:** 4

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### FOLKLIFE GRAYHAWK SUPPORT ☀️

**Location:** Fair Grounds – Folk Life Info Booth

**Dates:** April 24-27 and May 1-4

**Shifts:** 12pm-4:30pm

**Description:** Assist Grayhawk with the Pow Wow Dancers. Serving cups of Gatorade and water, assisting them across the field and general assistance No Lifting or ladder work

**Vols per shift:** 1

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### FOLKLIFE PRE/POST SUPPORT ☀️🗿

Messy

**Location:** Fair Grounds – Folk Life Info Booth

**Dates:** April 14-16, 21-23 and May 5

**Shifts:** Various times

**Description:** Assist the Folklife Village Department in light duty such as packing up the area. Moving chairs, removing small items from demonstration area such as but not limited to table cloths and decor

**Vols per shift:** 1

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## FOOD

### LUNCH ASSISTANT

**Location:** Fair Grounds – Horseman's Cafeteria

**Dates:** March 31, April 1-23 and May 5-9, Weekdays only

**Shifts:** 11:15am-1:30pm

**Description:** Assist staff caterer, issue lunch tickets, post menus, & pour drinks. Must be neat in appearance & wear closed toed shoes.

**Vols per shift:** 2

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### FOOD MONITOR ASSISTANT ☀️

**Location:** Fair Grounds

**Dates:** April 24-27 and May 1-4

**Shifts:** 11am-3pm, 3pm-7pm

**Description:** Assist food monitor with traffic in and out of the refrigerated trucks, paying special attention to any food coming on the truck. Assist and monitor with other duties as needed.

Restaurant or food safety experience preferred.

**Vols per shift:** 2

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### STAGE SUPPORT - FOOD HERITAGE STAGE 🗿☀️

**Location:** Fair Grounds – Grandstand, Food Heritage Stage

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-1:30pm, 1:15pm-4:45pm

**Description:** Escort presenters to and from the stage area. Assist with cleaning up area, setting up and tearing down demonstrations, and serving samples. Position requires moderate lifting, walking rapidly, and cleaning up.

**Vols per shift:** 3

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## GRANDSTAND

### AMBASSADOR 🗣️

**Location:** Fair Grounds – Grandstand

**Dates:** April 24-27 and May 1-4

**Shifts:** 2pm-6pm

**Description:** Assist Grandstand exhibit staff with crowd control, helping patrons with directions, keeping area tidy, guarding exhibits, and mopping on rainy days.

**Vols per shift:** 2

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## KIDS

### EVENT SUPPORT 🗣️☀️🗣️ [Messy]

**Location:** Fair Grounds – Kids Activity Tent

**Dates:** April 24-27 and May 1-4

**Shifts:** TBA

**Description:** On non-event days assist with table and chair distribution, decorating, painting, and sorting activity supplies. During the event assist vendors, artists, and Festival Staff with activities in the Kids area.

**Vols per shift:** Pre-Fest/Post Fest- 1, Event Days- 8

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## MERCHANDISE

### MERCHANDISE EVENT SUPPORT 🗣️

**Location:** Fair Grounds – CD Tent

**Dates:** April 24-27 and May 1-4

**Shifts:** 10am-2pm, 2pm-6pm

**Description:** Assist The Merchandise Department with sorting and organizing pre-sale orders.

**Vols per shift:** 3

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## MUSIC

### PACKET ASSISTANT 📁

**Location:** Fair Grounds – Dorm

**Dates:** April 16-18, 21-23 and April 28-30

**Shifts:** Pre Fest – 11am-2pm, 2pm-5pm

**Description:** Assist with preparation and assembly of artist and crew packets. Greet artists at the packet tent and relay information to the packet office. May be asked to answer the phone.

**Vols per shift:** Pre- Fest 2

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### WILL CALL ASSISTANT 📁

**Location:** Fair Grounds – Dorm

**Dates:** April 21-23, April 24-27 May 1-4

**Shifts:** Pre-Fest 2pm-6pm, Event days 7:30-10:30am

**Description:** Stamp, count, and deliver passes for Will Call.

**Vols per shift:** 1

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### TALENT HOSPITALITY ASSISTANT

**Location:** Fair Grounds – Horseman's Cafeteria

**Dates:** April 24-27 and May 1-4

**Shifts:** 7am-11am, 11am-3pm

**Description:** Support Artist Catering Coordinator as needed. General tasks include assisting with cleaning and taking inventory of coffee pots and coolers.

**Vols per shift:** 2

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## SIGNS & DÉCOR

### SIGN ASSISTANT 🗣️ [Messy]

**Location:** Fair Grounds – Barn 12

**Dates:** April 11-12, 15-19, 21-23 April 24-27 May 1-4

**Shifts:** Non-Event 8am-12pm, 1pm-5pm, Event 8am-12pm

**Description:** Painting of solid flats, help with vinyl sign-making, cleaning old signs and facades. Serious skill is not necessary, but neatness is necessary. Also, assist staff with sign related duties at the festival, primarily delivering signs to needed locations.

**Vols per shift:** 3

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## SUSTAINABILITY

### RECYCLING ATTENDANT

**Location:** Fairgrounds/Recycling Tent

**Dates:** April 24-27, May 1-4

**Shifts:** 11am-2:30pm, 2pm-5:30, 5pm-7:30pm

**Description:** During your shift, you will switch off between sorting recyclables and signing up festivalgoers for our recycling rewards program at one of our tents. Volunteers will also roam the Fairgrounds equipped with moop-sticks and gloves to help collect recyclables.

**Vols per shift:** 10

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### RECYCLING AND COMPOSTING GUIDE

**Location:** Horsemen's Cafeteria

**Dates:** March 31-April 23<sup>rd</sup> - Weekdays Only

**Times:** 11:30am-2pm

**Description:** Help festival staff properly recycle and compost! As a volunteer, you'll guide staff on sorting waste into the correct bins (recycling, compost, or trash) and provide tips to minimize contamination. Your role supports the festival's sustainability goals by ensuring materials are disposed of responsibly.

**Vols per shift:** 1

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## TRAVEL

### SHUTTLE ASSISTANT

**Location:** Music Lot Trailer and around the Fair Grounds

**Dates:** April 24-27 and May 1-4

**Shifts:** 10:30am-3pm, 3pm-7:30pm

**Description:** Assist shuttle dispatcher and drivers with loading passengers, luggage, etc. Meet and greet passengers. Must be cool headed and friendly and respectful of musicians preparing for their upcoming performances. Light lifting required and the ability to get in and out of a 15 passenger van.

**Vols per shift:** 18

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