



GALLATIN VALLEY
FARMERS' MARKET
A PROGRAM OF CAREER TRANSITIONS
VOLUNTEER HANDBOOK

Updated January, 2023



@GallatinValleyFarmersMarket





Career Transitions/GVFM
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Hello!

Welcome to the Gallatin Valley Farmers' Market (GVFM), and thank you for your interest in becoming a volunteer. Since 1971, the GVFM has been dedicated to bringing locally grown, hand made and home baked products to the greater Bozeman community. We do that through operating 12 market events throughout the summer and one large holiday event in November.

The GVFM is a program of Career Transitions (CT) – a local non-profit which provides career coaching, education, training and mentoring to help individuals and families become self-sufficient. The market prides itself in acting as a starting point for many beginning businesses and through this link between CT and the GVFM, we can stay true to our collaborative mission of supporting individuals who wish to find economic sustainment through self-owned business.

As the market continues to grow, we know it is impossible to continue our mission without your help. The commitment and hard work of our volunteers is pivotal to our success. We hope you'll join our community, it really is a joy to be a part of.

As a volunteer, you will have the opportunity to work alongside our market staff and our amazing vendors during our market events. This handbook will outline the volunteer duties and the details of each volunteer shift. We are always open to new ideas though, and if you have a set of skills you think could benefit the market and its vendors, we would love to hear more about it!

Like you, we believe that regionally sourced and locally made products are simply essential. We know that by supporting small business owners we are not only supporting individuals but families and whole communities. Shopping small really does make a difference.

Your participation is critical to making this vision a reality, so thank you for showing up! We sincerely hope you will join us in creating a supportive and safe environment for our local producers, artisans and patrons.

Warm regards,

Sarah Friedrich, GVFM Manager

PROCEDURES

Becoming a Volunteer

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

- complete and submit the Volunteer Application Form in person or via the link below.
<https://interland3.donorperfect.net/weblink/weblink.aspx?name=E355531&id=22>
- visit with our market manager to get a brief orientation about our organization, our values and what to expect.
- Get a brief orientation about what to do in the event of an emergency at our market.
- request, be selected for and then placed into a particular job or jobs
- receive additional job orientation or training relative to those specific assigned volunteer jobs

Job Orientation/Training

Before beginning your regular volunteer assignment(s), our Manager will discuss the following items with you before market day:

- review job duties and expectations
- confirm work dates, times and anticipated duration of your participation
- supply you with your name tag, t-shirt and other materials
- 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.

VOLUNTEER BENEFITS

The benefits of becoming a GVFM volunteer include but are not limited to:

- free GVFM t-shirt & stickers
- discounts on other GVFM merchandise
- discount on booth to sell your own goods
- volunteer shout-out on our website and socials (with your permission)
- first access to fresh produce and locally sourced products
- professional networking opportunities
- opportunity to learn new skills
- join and learn about our intricate and growing community
- working with people with similar interests
- opportunity to list manager as professional reference



POLICIES

Absences

Your manager and co-workers value your contributions and they depend on you to be present at your scheduled time. If you know you will be absent, please notify your manager or the Career Transitions office as soon as possible so we can make needed arrangements.

Accidents or Injuries; Emergency Procedures

If you, another volunteer or staff, vendor or a visitor is injured, you should immediately contact any GVFM staff or Gallatin County Fairgrounds staff immediately. If it is a serious medical emergency, dial 911. or visit our emergency contact page in the GVFM binder found at our community table. Our manager may ask you to fill out an incident report form; these can also be found in the GVFM binder at our community table.

Confidentiality

At times, a vendor or another staff member may share information with you that they do not wish to share with others. We ask that you be mindful and respectful of conversations and other happenings inside the GVFM organization.

Anti-Harassment & Discrimination

The GVFM is committed to providing an environment that is free of discrimination and harassment. The GVFM strictly prohibits discrimination or harassment of any kind. Harassment includes, but is not limited to: verbal harassment, physical harassment, visual harassment, and sexual harassment. The GVFM prohibits any and all conduct that may reasonably be interpreted as harassment whether or not such conduct is pervasive enough or severe enough to meet the technical legal requirements of harassment.

Equal Opportunity

It is a policy of the GVFM 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.

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 manager or another member of the staff. Our manager is always available to discuss changes, problems or concerns.

Safety and Security Procedures

You are expected to observe and follow all safety and security policies of the GVFM. You are also encouraged to report unsafe conditions to your manager. If you observe any unsafe or inappropriate behavior by other volunteers, staff, visitors, or participants, contact your manager.

Professional Standards

The manner in which we as volunteers and paid staff conduct ourselves should create a favorable and lasting impression of the GVFM 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. GVFM manager or 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.

Dress Code

It is important that volunteers be dressed in presentable and appropriate fashion, as well as safely and comfortably. Volunteers working at market events should wear sturdy footwear and are encouraged to wear a hat and sunglasses if working outside. Please wear the GVFM shirt and name tag you are provided.

Photo Release

Prior to your volunteer service, you will be required to read and sign the "Photographic Release," found at the end of this handbook. This allows the GVFM and CT to use your photographs, image, and/or voice, and/or story, and/or name in any media. It is recommended but not required.

COVID Safety & Public Health

The GVFM follows the latest guidance of the Gallatin County Health Department with regard to public health. Masks and other precautions are not required but are welcomed to the extent that makes you feel most comfortable. If you test positive for COVID or are feeling ill, please stay home and let your manager know as soon as possible so they can make arrangements.

Weather

GVFM 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, GVFM staff will notify you if normal operations are canceled. If you do not receive notification of cancellation, you are expected to report as scheduled.

Social Media

Sometimes volunteers like to share their experience with the GVFM in conversations with family and friends, or to a wider online community. If you're on social media, please connect, interact and tag us in your posts, so we can respond and share!

- Facebook: [Facebook.com/GallatinValleyFarmersMarket](https://www.facebook.com/GallatinValleyFarmersMarket)
- Instagram: [Instagram.com/GallatinValleyFarmersMarket](https://www.instagram.com/GallatinValleyFarmersMarket)

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

- Please do not post photos of youth participants (under 18) at the market. When posting photos of adults, please ask for their consent before posting photos of them.
- Please write from your own point of view, not the GVFM's. Be clear about your volunteer role the organization. As a volunteer with the GVFM, you represent us while you are performing your volunteer service, but you are not an official spokesperson.
- 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. Respect people's privacy and be aware of your potential to impact on community members, such as staff, other volunteers, vendors and market shoppers.

If you have any questions, please talk to your manager before sharing online. We're always happy to answer any questions. We always like to hear our volunteers' perspectives and may even want to share them with the broader GVFM community. You can email Sarah@CareerTransitions.com

VOLUNTEER JOB DESCRIPTIONS

Community Booth Volunteer

Overview:

In this position, you will provide market services at our Community Booth in the Haynes Pavilion during the duration of the Saturday Market. Assist with setup and/or teardown.

There are 3 shifts available for this position:

- 7 am to 10 am
- 10 am to 1 pm
- 7 am to 1 pm

Examples of Specific Duties:

- assist with setup and breakdown (depending on shift)
- assist vendors with drive-in/drive-out and unloading during beginning and/or end of market
- answer general questions about the GVFM
- provide general customer service
- assist with the sales of merchandise
- call manager to assist with questions and needs outside of volunteer scope

Important Worker Characteristics:

- experience or interest in farmers markets, local food and products, outreach, and community
- experience or interest in sharing information with the public
- experience with efficient customer service; ability to interact positively in all public situations
- ability to lift and maneuver moderately heavy materials if needed
- awareness of GVFM and/or CT's mission

Work Location and Conditions

Primarily works indoors at covered information booth, located in the Haynes Pavilion at the GVFM, with some exposure to weather. Prefer a minimum commitment of 4 shifts throughout the summer.

Lottery Table Volunteer

Overview:

In this position, you will assist a paid staff member with the implementation of the GVFM's lottery program.

There is 1 shift available for this position:

- 7 am to 9 am

Examples of Specific Duties:

- assist with setup and breakdown of lottery table and materials
- assist new lottery vendors fill out a "lottery vendor application," form
- find previous lottery vendors application form in accordion folder
- take lottery vendor payments
- hand out lottery tickets
- draw lottery tickets when manager is ready to place vendors

Important Worker Characteristics:

- experience or interest in farmers markets, local food and products, outreach, and community
- experience with efficient customer service; ability to interact positively in all public situations
- ability to lift and maneuver moderately heavy materials if needed
- ability to handle money
- ability to stay organized in a fast-paced environment
- ability to learn quickly

Work Location and Conditions

Primarily works outdoors at the GVFM outside the Haynes pavilion, with exposure to weather. Prefer a minimum commitment of 4 shifts throughout the summer.

Outdoor Market Volunteer

Overview:

In this position, you will be an accessible staff member to outdoor vendors and customers entering our market through the outdoor portion of the GVFM.

There is 1 shift available for this position:

- 9 am to Noon

Examples of Specific Duties:

- greet GVFM customers with a warm welcome as they enter the GVFM lawn
- answer general questions about the GVFM
- provide general customer service
- keep an eye on parking lot and ensure no one is getting blocked into parking spaces
- assist with handicap and/or disabled customers with their entry/exit to the market
- help carry customers items to their car if needed
- hand out specific print materials related to the day's or upcoming GVFM events
- call manager to assist with questions and needs outside of volunteer scope

Important Worker Characteristics:

- experience or interest in farmers markets, local food and products, outreach, and community
- experience with efficient customer service; ability to interact positively in all public situations
- ability to lift and maneuver moderately heavy materials if needed
- ability to stay on feet for 3 hour shift
- ability to react quickly to situations that may need your attention

Work Location and Conditions

Primarily works outdoors at the GVFM outside the Haynes pavilion, with exposure to weather. Prefer a minimum commitment of 4 shifts throughout the summer.

VOLUNTEER APPLICATION

Please complete online at GallatinValleyFarmersMarket.com/Volunteer if possible.

Last Name: _____ First Name: _____

Address: _____

City: _____ State: _____ Zip/Postal Code: _____

Phone: _____ Email: _____

How did you hear about us?

- | | |
|-------------------------------|--------------------------|
| Advertisement/Newspaper/Radio | School/Teacher/Counselor |
| Community Referral | Social Media |
| Event | GVFM Staff/Volunteer |
| Farmers' Market | GVFM Website |
| Google/Internet Search | CT Website |
| Friend/Family Member | Other |

Education Background/School: _____

Occupation/Company: _____

Birthdate: _____ Valid Driver's License

Emergency Contact & Phone Number: _____

Please describe any volunteer experience:

If appointed as a volunteer, I agree to adhere Career Transition's and Gallatin Valley Farmers Market's policies and guidelines, to fulfill my assigned responsibilities to the best of my ability, and to respect confidential information I might be privy to. I will avoid any actions that might damage the reputation of, or be detrimental to, Career Transitions and the Gallatin Valley Farmers' Market. I hereby assume full and complete responsibility for any personal injury or damage that I sustain or cause during my participation as a volunteer. I realize that this is a non-paid position, and hereby release Career Transitions and any of their employees, volunteers, agents, sponsors, board members, or successors from any and all loss, liability, or claims I may have arising out of my service. This certifies that the information on this form is true and complete to the best of my knowledge. I also acknowledge that CT may take photos for marketing purposes.

Volunteer Signature: _____



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Photo & Image Release Form:

I hereby grant The Gallatin Valley Farmers' Market (GVFM) and Career Transitions, Inc. (CT) and its agents permission to use photographic portraits, pictures, digital images or videotapes of me, or in which I may be included in whole or part, including but not limited to use in any GVFM or CT publication or websites, without payment or any other consideration.

I hereby grant The Gallatin Valley Farmers' Market (GVFM) and Career Transitions, Inc. (CT) and its agents permission to reproduce any photographic portraits, pictures, digital images or videos which I have captured or recorded for the purpose of publication and promotion which can include but are not limited to, social media, websites, and any print materials. Furthermore, I grant creative permission to alter all images and videos.

Last Name: _____ First Name: _____

Address: _____

City: _____ State: _____ Zip/Postal Code: _____

Phone: _____ Email: _____

Signature: _____