



MARKET-DAY VOLUNTEER SHIFTS & JOB DESCRIPTIONS

List of all volunteer areas:

1. Vendor Check-In
2. Site Set-up & Set-down
3. Pavilion Patrol
4. Market Information Table
5. Market Cafe
6. Petsitting
7. Market Day Photographer
8. Special Events Coordinator

VENDOR CHECK-IN | 7am—8:15am

You are the crack-of-dawn, welcoming beacon for our hard-working vendors as they arrive to begin their day at our market! When you arrive, grab a radio at the Market Information Table (which will be in the midst of setting up), as well as the vendor check-in list. Then head to your assigned check-in slot.

SKILLS

Attention to detail, diplomacy, friendliness, and an innate ability to communicate are just the ticket here!

RESPONSIBILITIES

Using your vendor check-in list, log in the vendors as they arrive, noting the time of arrival. Direct vendors to their assigned slot in the pavilion. Stay in radio contact with your fellow Vendor Check-In Volunteers and with the Executive Director, if clarification or further information is needed.

ALL CHECK-IN DUTIES:

1. Check the name off your list
2. Record the arrival time
3. Confirm the assigned stall number
4. Direct vendor into the market pavilion
5. Radio the Trainside Pavilion Vendor Check-In Volunteer with info on who has arrived and what stall number they are headed toward.

FRONT STREET VENDOR CHECK-IN

You are the initial point of contact — with the title of Director of First Impressions!

You are situated at the south entrance where vendors who are assigned to the Trainside Pavilion enter.

(The Trainside Pavilion Vendor Check-In Volunteer assists vendors in finding their stall location.)

If there is any conflict or inconsistency with stall assignments, or if the vendor is not on your list, have them pull over out of the way, and radio the Executive Director.

Once all vendors are checked in — or when 7:15am arrives — take your check-in list and radio to the Market Information Table. That marks the end of your shift and the beginning of your shopping day at the market!

RIVERSIDE PAVILION VENDOR CHECK-IN

You, too, are the initial point of contact — with the title of Director of First Impressions — for those vendors assigned stalls in the Riverside Pavilion.

You are situated at the street entrance just north of the Front Street Vendor Check-In.

Once all vendors are checked in — or when 7:15am arrives — place orange no-parking cones in empty stall spaces to prevent customers from parking in vendor stalls. Then take your check-in list and radio to the Market Information Table. That marks the end of your shift and the beginning of your shopping day at the market!

TRAINSIDE PAVILION VENDOR CHECK-IN

When the Front Street Check-In Volunteer radios you the name and stall assignment of incoming vendors, you move to “intercept” those vendors and help them find their appropriate stall location. You then check the vendor off your list, record the time, and give them a welcoming hello. If they need any special assistance or materials, locate one of the Set-Up Volunteers to help them get situated.

Vendors are responsible for setting up their own tents and merchandise.

Once all vendors are checked in — or when 7:15am arrives — take your check-in list and radio to the Market Information Table. That marks the end of your shift and the beginning of your shopping day at the market.

SITE SET-UP & TEAR DOWN

SKILLS

Highly energetic, proactive, take-charge, and loves-to-get-physical types are needed here.

SITE SET-UP | 7AM—8AM

You will transform a vacant pavilion into an inviting, thriving environment conducive to providing market customers with a warm, familial environment!

RESPONSIBILITIES

We hit the ground running, moving boxes of supplies out of the on-site storage facility; setting up signage in the parking lot and around the pavilions; positioning vendor barricades and temporary trash bins; hauling out cafe tables, umbrellas, and chairs; setting up cooking demo tents, information tables, musician sets, and the market cafe — in short, doing whatever is needed to “open the market” at 7am and have it ready to graciously host our customers and that day’s planned activities! When the work is done? Grab a free cup of well-earned coffee or juice and look around at the magical atmosphere you’ve created! We suggest shopping during your cool-down!

TEAR-DOWN | 12:30PM—1:30PM

You reverse the process above at the end of the market to return the site to its former self — until the next market Saturday!

RESPONSIBILITIES

Closing up shop! When the clock strikes the closing bell of 1:00, the full-blown take-down begins! We basically reverse what the Set-up Herd did (see above), breaking down and moving everything back into the on-site storage facility in a neat and orderly fashion.

Note: 2nd-shift perks often include reduced-price goods, sometimes as low as FREE!!

THANK YOU, SET-UP and TEAR-DOWN VOLUNTEERS!

PAVILION PATROL

You're on constant patrol throughout the market, looking for ways to make the market experience the best it can be for visitors and vendors alike.

Smile!

SKILLS

Customer service-minded, safety-minded, high energy, task-oriented, focused, friendly, self-managed, and self-propelled!

RESPONSIBILITIES

Keep the area picked up, clean, and safe! Do vendors need a break? Does a customer need your help transporting purchases to the car? Does the Petsitting Tent need your assistance? Do the trashcans need emptying? Are the bathrooms stocked with soap, paper towels, and toilet paper? What can you do to help our market visitors AND volunteers? Your free-roaming domain encompasses all things that contribute to the perfect market experience!

—Volunteers are allowed to work a vendor's booth for up to 15 minutes.

1ST SHIFT: 8AM – 10:30AM

Mornings are a flurry of activity as we move boxes of supplies out of the adjacent storage facility, set out signage in the parking lot and around the pavilion, barricade the vendor exit, set up and line temporary trash bins, and help situate tables and chairs, special activity areas, the market cafe — in short, helping in whatever way needed to "open the market" and have it ready for our customers and that day's planned activities.

Then? You are ON PATROL! (See responsibilities section above.)

Please don't leave at the end of your shift until your replacements arrive. Bring them up to speed on any relevant matters, then grab a to-go drink and congratulate yourself on a morning well spent helping our community!

2ND SHIFT: 10:30AM – 1:30PM

Head to the Market Information Table and get briefed by your 1st-Shift Patroller counterpart. Review the 1st Shift duties above — they are yours, as well! When the market closes at 1pm, take-down begins. Turn on your after-burners! Everything detailed in the 1st Shift setup duties above are thrown into reverse, with you helping throughout the pavilion to "close down the market" until the next Saturday!

—2nd-shift perks often include reduced-price goods, sometimes as low as FREE!!

MARKET INFORMATION TABLE

You sit at the console of MFM Mission Control in the “point position” for everything at the market in terms of information, customer service, merchandise purchases, EBT and credit-card transactions, and board-member support. And you get to meet and chat with the market regulars and newcomers, too!

SKILLS

People-oriented, detail-oriented, ability to handle monetary transactions, multitasker, and focused personality with a take-charge, pro-active mindset!

RESPONSIBILITIES

You are a frontline ambassador for the market: greet and engage market visitors.

- Sell and keep inventory of MFM promotional items
- Handle credit-card sales and EBT and token transactions
- Answer questions and access informational aids at the table

1st Shift | 7am – 10am

We start by setting up our Mission Control domain! Carry tables from on-site storage, position them in your stall, and cover with MFM tablecloths. Open supply tubs that contain merchandise for sale, information flyers, brochures, and support supplies, such as tape, extension cords, signage, tools, first-aid kit, and other materials kept at the table. You have a notebook/clipboard filled with information to help you answer all questions and provide the best information and customer service possible to our market visitors. Please don't leave at the end of your shift until your replacements arrives. Bring them up to speed on any relevant matters, then grab a to-go drink and congratulate yourself on a morning well spent helping our community!

2nd Shift | 10am – 1:30pm

Head to the Market Information Table and get briefed by your 1st-Shift counterpart. There will be a seasoned pro on hand to help you. Review the 1st Shift's duties above — they are yours, as well. When the market closes at 1pm, take-down begins! Merchandise and support materials are neatly put away and stored appropriately. Tables are broken down and carried back to the on-site storage. You'll assist however necessary to return the market site to its pre-market condition — until next Saturday.

— *2nd-shift perks often include reduced-price goods, sometimes as low as FREE!!*

MARKET CAFE

You are the “pause that refreshes” at our Market Cafe, a restful oasis in the midst of market shoppers, hard at work and play! This station serves our customers with a variety of beverages and light snacks for sale. Our sole mission is to serve, keep the area clean and stocked, and provide a delicious respite for those seeking refreshment. Just imagine ... you are a cafe owner!

SKILLS

Friendly, engaging, attentive, high-energy, and multitasking personality serves up nicely here. Also, the ability to make change and cheerfully handle people and money!

RESPONSIBILITIES

Take cafe orders, fill them, collect money, and make change • Keep the area stocked, cleaned up, and welcoming • Engage in (short!) conversations with your customers • Set-up and/or tear-down responsibilities.

1st Shift | 7am – 10am

Wake up, and smell the coffee!

Get that coffee brewing and the doughnuts ready! The Market Cafe must be set into position, the area stocked, and the cafe made ready to accommodate the market's customers by 7am! GOOD MORNING! Please remain on your shift until replacements arrive. Bring them up to speed on any relevant matters, then finish up any last-minute shopping and congratulate yourself on a morning well spent helping our community!

2nd Shift | 10am – 1:30pm

You will be teamed with seasoned pros to serve up an afternoon of enthusiastic community and culinary consumption! When the market closes at 1pm, take-down begins. After the last cafe component is hauled into storage to await another market Saturday, congratulate yourself on an afternoon well spent helping our community!

— *2nd-shift perks often include reduced-price market goods, sometimes as low as FREE!!*

PET SITTING TENT

The Dog Days of market summers yip a welcoming, wagging tail at the market — but not IN the market because of Shelby County Health Department regulations. So? We provide a Petsitting Tent in the grassy area on the north side of the pavilion, where Rover romps alongside his Volunteer Petsitter!

SKILLS

This position requires a natural love and understanding of man's best friend! It also needs focused, mature individuals who put Fido on his well-deserved pedestal. Lots of petting, playing, romping, and loving, please!

RESPONSIBILITIES

Absolutely first and foremost: safe oversight of our four-legged charges. Their safety is No. 1 always! Every pet owner signs a waiver form on the clipboard provided at the tent table. Make sure collars are tight, water bowls are filled, and dogs are safely separated as needed. Never handle more animals than what you're comfortable handling. It's OK to tell visitors that they'll have to wait until you free up. Walk! Play! Tumble! Or ... nap with your dog! Do whatever necessary to keep your invaluable visitor happy and entertained while waiting for Mom and Dad to return from shopping at the market. And remember that what goes in must come out, so poop bag pickup duty is part of the gig. Bags provided!

1st Shifts | 8am–10:30am or 9:30am–11:30am

Check in with the Market Information Table, make a nametag, grab some liquid refreshment, and then head out to the tent with your petting hand ready! Help set up the table and tent, situate chairs, fill and position water bowls, and distribute any information materials at the Petsitting Tent that MFM provides. Please don't leave at the end of your shift until your replacement arrives. Don't forget to shop before you leave! Good boy! Good girl! Thank you!

2nd Shift | 11am – 1:30pm

Check in with the Market Information Table, make a nametag, grab some liquid refreshment, and then head out to the tent with your petting hand ready! At the end of your shift, after safely returning your last animal pal to its owner and patting the pup goodbye until the next time, help pack up the area and return it to the storage area. Then assist with the market tear-down and ta-da! We're finished! Congratulate yourself on taking part in the betterment of your community — while making new friends! Good boy! Good girl! Thank you!

MARKET-DAY PHOTOGRAPHERS

Calling all shutterbugs! After you've been confirmed to photograph for a particular Saturday slot, bring your camera and start snapping away! We need pictures of shoppers, volunteers, vendors, entertainment, activities, food trucks, market goodies, produce — whatever you decide to point-and-shoot!

You will then email your CULLED, cream-of-the-crop photos via Dropbox, Zip file, FTP site — whatever method works best for you — to the Volunteers Cultivator.

SPECIAL EVENTS ASSISTANTS

Entertainment at the market varies week to week, whether we need help with a tomato-tasting contest or with children building birdhouses! We need assistants for chef demos and pumpkin painting, and we need popsicle distributors for the 4th of July parade. Each week, we've got a different sort of fun planned for the market.

These special positions and shifts will be detailed on the "Call for Vols" that you receive each week, and you can respond accordingly at that time. Anticipate the fun ... then help make it happen!