



Ellensburg Rodeo Volunteer Training and Job Descriptions

Volunteer Training Protocols

To ensure a consistent, safe, and successful event, all volunteers are required to complete orientation and role-specific training. This preparation helps ensure everyone is informed, equipped, and confident in their responsibilities.

1. Orientation

All volunteers must:

- Review the job description of the volunteer role they are assigned to
- Review of handbook policies, procedures and volunteer expectations and conduct

Format: Read individually before attending first volunteer shift

Duration: Approximately 30 minutes

2. Role-Specific Training

Each volunteer assignment requires specific knowledge. Volunteers will receive a brief but thorough training based on their assigned role as well as information

Examples:

- **Ushers:** Guest interaction, arena etiquette, how to handle crowd flow or seating issues
- **Arena Help:** Safety procedures around livestock, gate operations, run of show
- **Parking Shuttle Support:** Lot maps, traffic flow plan, ADA guest assistance
- **Hospitality Tent:** Customer service, materials distribution, FAQs
- **Concert Set-Up and Clean-Up:** Unloading and loading the equipment trailer
- **Painting & Maintenance:** Schedule of prep and tear down of event
- **Security Support:** Observational awareness, reporting chain, incident protocol
- **Retail Support:** Product knowledge, cash handling (if applicable), sales process

Format: On-site walkthroughs or mini-briefings

Duration: 15–30 minutes (or included during check-in)

3. Safety & Emergency Training

All volunteers will receive basic instruction in:

- Emergency evacuation routes
 - First aid station locations
 - Radio use and emergency codes (if applicable)
 - Whom to contact in case of injury, lost child, altercation, or guest issue
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4. Training Verification

Volunteers may be asked to sign an attendance sheet or acknowledgment form at the conclusion of their training session(s). Completion is required to receive credentials or begin shifts.



Volunteer Job Descriptions

1. Ushers

Primary Responsibilities:

- Greet and assist guests with finding their seats.
- Ensure that guests adhere to arena etiquette (e.g., no standing during events, no smoking in the stands, etc).
- Provide information about the event schedule and general FAQ.
- Monitor seating areas for safety and ensure guests are comfortable.
- Help maintain a smooth flow of traffic in and out of the seating areas.

Skills Required:

- Strong communication skills
 - Friendly and approachable demeanor
 - Ability to stand for long periods
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2. Arena Help

Primary Responsibilities:

- Assist with the setup and breakdown of arena equipment (barrels, chutes, gates, barriers).
- Help with the movement of livestock and ensure they are safely contained before, during and after the event.
- Ensure that the arena area is clear of debris or obstacles during the rodeo.
- Support arena director in managing the smooth transition between events.
- Remain aware of the surrounding area for any safety hazards.

Skills Required:

- Physical stamina and ability to lift heavy objects
- Knowledge of animals and rodeo operations
- Ability to stay alert and focused in a fast-paced environment

3. Parking Shuttle Support

Primary Responsibilities:

- Transport guest to and from the rodeo grounds.
- Provide information event schedule.
- Assist with information about lots, fees and special parking needs (e.g., ADA).

Skills Required:

- Knowledgeable driver
 - Strong communication skills
 - Patience and attention to detail
 - Comfort working and driving in crowds
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4. Hospitality Tent

Primary Responsibilities:

- Greet guests as they enter the hospitality area and provide any necessary assistance.
- Ensure that hospitality offerings (food, beverages) are stocked and available.
- Deliver volunteer meals to various areas.
- Maintain a clean and welcoming environment, including tidying up during and after events.
- Provide exceptional customer service and answer general event-related questions.

Skills Required:

- Customer service experience
 - Friendly and approachable demeanor
 - Ability to multitask and stay organized
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5. Concert Set-Up & Clean-Up

Primary Responsibilities:

- Assist with unloading/loading and movement of items to venue or event trailer.
- Help set up venue with signage and other equipment where needed.
- Assist with cleaning tasks before and after the event.
- Help dismantle equipment and clean the venue after the event ends.

Skills Required:

- Ability to lift and move heavy objects (up to 80 lbs)
 - Attention to detail
 - Ability to work efficiently in a team
 - Flexibility with tasks and timing
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6. Painting & Maintenance

Primary Responsibilities:

- Assist with painting and maintaining signage, arena wall and other structures in and around the arena.
- Help with any light maintenance work, including clean up and garbage pick up.
- Prep, then tear down guest spaces.
- Report any maintenance issues to a director or the event staff.

Skills Required:

- Basic knowledge of painting and light maintenance work
 - Ability to work with a team
 - Attention to detail
 - Ability to work outdoors in various weather conditions
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7. Security Support

Primary Responsibilities:

- Assist event security staff with crowd control, especially in high-traffic areas.
- Monitor designated areas for any suspicious activity or potential safety hazards.

- Help maintain order during the rodeo and event transitions.
- Provide assistance during emergencies, including crowd evacuations if necessary.
- Communicate issues or concerns to professional security personnel immediately.

Skills Required:

- Strong communication and observational skills
 - Ability to remain calm in stressful situations
 - Comfort with crowd management and maintaining safety protocols
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8. Retail Support**Primary Responsibilities:**

- Assist in managing merchandise sales booths, including inventory, pricing, watching the door and handling transactions.
- Engage with customers, providing product information and make recommendations.
- Maintain the cleanliness and organization of the retail area.
- Help with setting up and breaking down retail booths.

Skills Required:

- Cash handling experience (if applicable)
 - Excellent customer service skills
 - Ability to stand for long periods
 - Basic knowledge of the event merchandise
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General Skills and Qualities for All Roles

- Punctuality and reliability
- Strong communication and interpersonal skills
- Ability to work in a team environment
- Willingness to be flexible with tasks as needed
- Positive attitude and a commitment to ensuring the success of the event