Roles & Tasks for Your Volunteers

When you recruit volunteers, it's helpful to have a list of potential roles and tasks you'll need them to help with. This tip sheet includes our suggestions for both working in the Auction Manager and then for during your event.

For Auction Manager:

Type of work:	Tasks:	Person(s) Assigned:
Data Entry	❑ Create Items: Enter item info, description, value, and assigning donors. ❑ Add donor and sponsor information, such as contact information, web address, and logo.	
Homepage	❑ Create and update homepages to reflect different phases of event and auction (coming soon/ticket sales, auction is open, auction closed).	
Promotion	❑ Uploading email lists, sending and scheduling emails. ❑ Sharing auction on social media.	
Event tasks	❑ Create event tickets. Manage discount codes. ❑ Create and manage leader boards. Coordinate with venue to project leader board. ❑ Develop a schedule and messages to use in Event Messaging section during the event to communicate with guests, via leader board and mobile devices.	
Close Out & Payment Processing	❑ Set up payment processing account (Event > Payment Processor). ❑ Create Winning Bidder Email (sent to winners automatically when items are awarded) ❑ Confirm ticket orders, awarding items, enter Quick Sales, and processing purchases. ❑ Follow up on failed purchases.	

For Event & Mobile Bidding:

Type of work:	Tasks:	Person(s) Assigned:
Event Set up	❑ Set up items on tables. ❑ Set up check in table. ❑ Set up Registration/Bidding kiosk(s).	
Check In help	❑ Check in guests and give them their paddle number, program, etc.	
Registration/Bidding kiosk	❑ Help guests register on the auction site. ❑ Answer questions about the auction closing time, how to bid, etc. ❑ Make sure guests are logged out of their accounts after using laptops.	
Mobile Bidding	❑ Stay near auction items and keep an etc on guests who are bidding. Check in on guests and answer questions.	
Spotters (for paddle raise or live auction)	❑ Keep track of who placed bids/raised their paddle ❑ Keep a list of who won which live item or how much each person pledged	
Check Out	❑ Collect items from tables when the auction closes ❑ Print and make copies of the Winning Bidder Report ❑ Greet guests wanting to check out, confirm their name, and give them their auction items.	
Clean up	❑ Help clean up the auction area. ❑ Turn off laptops and put them away.	

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