



Volunteering for Pledge Drive

What exactly does a pledge volunteer do?

The majority of a pledge volunteer's time is spent answering telephone calls from viewers and prospective donors. While taking these calls, volunteers enter callers' information (name, address, phone number, thank-you gift items, method of payment, etc.) via laptop computer. ***Basic typing skills and a comfort and familiarity with computers are required of all volunteers.*** Thorough training is provided so all volunteers are comfortable and confident using our software, laptops, phones, and headsets.

What can we expect during a pledge shift?

A typical pledge shift involves the following items. Each shift begins on the studio where you're greeted by a volunteer assistant and asked to sign in. If you're new, you'll go through training which lasts about 30 minutes, plenty of time to learn how to take pledges properly and comfortably. Our pledge volunteer captains are available throughout the shift to answer any questions that may arise. Next comes a meal graciously donated by a local restaurant or caterer. We typically allot 30 minutes to eat. After mealtime, our volunteer Captains escorts volunteers to the studio to start taking pledges. We are also often able to offer snacks and dessert for all volunteers.

When does Arizona PBS conduct their pledge drives?

Arizona PBS hosts its quarterly pledge drives in March, June, August and December.

When is the volunteer schedule updated?

Our pledge schedule is updated with specific dates approximately 4-6 weeks prior to each drive.

After selecting shifts, when do I receive a confirmation?

Arizona PBS receives many requests to volunteer from individuals and groups alike. We schedule on a first-come, first-served basis, depending on group size and production needs. We make every effort to update our posted schedule and assign shifts that are most appropriate for each request. Confirmations and follow-up emails are typically sent between 1-2 weeks in advance of each drive.

Do we need to arrive early for training?

There is no need to arrive any earlier than your assigned arrival time, as indicated in your confirmation email. Your scheduled shift includes time to eat and be trained.

Where are the Arizona PBS Studios?

555 N. Central Ave., Suite 500
Phoenix, AZ 85004

Is there parking?

Free parking is graciously provided for volunteers and once volunteers have signed up a confirmation letter with information for parking is provided. Because of our proximity to light rail we encourage volunteers to use public transportation or if possible to car pool.

What is the minimum age for volunteering?

All participants must be at least 16 years of age. Organizations that have youth members must supply one chaperone for every ten teenagers. Young individuals may volunteer, but should be accompanied by a parent or guardian, especially for evening shifts, per local curfew laws. A separate youth waiver will also need to be signed by a parent or guardian.

If my organization is volunteering, how many people can we bring and will we be recognized?

Arizona PBS Pledge Studio holds a maximum of 24 volunteers. Groups can be as small as 10 and as large as 20. We ask group coordinators to guarantee a minimum of ten people per group, as groups of ten or more receive our on-air thanks during each pledge program! Your group can also wear matching shirts with a logo or text, which needs to be approved by the Volunteer Coordinator in advance, but no white apparel is allowed. Unfortunately, volunteers cannot wear caps or variations of hats, and we cannot display company or group banners on the set.

Can high school groups volunteer?

High school group participation is welcomed! All students must be 16 years of age or older, and school groups must supply at least one chaperone for every ten students. We are also happy to sign off on service learning hours for students who volunteer with us.

Is there a dress code?

Neat business type attire is the dress code. Please do not wear white clothing as it causes a glare on camera; bright and pastel colors look good on TV. Small stripes, herringbone or plaid do not do well on camera, and please do not wear a T-shirt or a hat. **The studio is usually cold; it is a good idea to bring a sweater or jacket.** Please avoid wearing anything bearing endorsement for a controversial issue or political candidate.