2019 Customs & Acculturation Job Descriptions

1. Airport Assistance
2. Airport Greeter
3. Back Up
4. Customs Captain (by assignment only)
5. Fluffer
6. MOOPer Scooper
7. People Wrangler
8. Ride Wrangler
9. Road Control
10. Trash Titan (2 1hr per times per day)
11. Traffic Circle Cop (only during exodus)
**Job Title:** AIRPORT ASSISTANCE  
**Level of Difficulty:** Some Airport and Burning Man experience required  
**Job Description Updated:** 05/27/2019

**Role Summary:**
Airport Assistance helps both departing and arriving passengers with any questions they may have regarding Black Rock City, similar to the role of Playa Info within the city itself. Working in an air-conditioned unit, Airport Assistance will have access to Playa Info’s latest information regarding the locations of bike repair, urgent care, port-a-potties, etc. within Black Rock City, as well as information on shuttle services to and from the airport. They will answer any questions airport visitors may have, be a resource for volunteer opportunities, and do their best to assist with any issues or at least point guests in the right direction. Airport Assistance is also responsible for collecting and logging/reporting lost & found items.

**Reporting Relationships:**
Airport Assistance reports to the Customs Captain.

**Percentage of Time Spent:**
100% of time is spent answering questions and researching issues for passengers.

**Qualifications/Requirements:**
- Must read and understand Airport Assistance shift material, including all information on Acculturation
- Must read daily updates (post popular questions) prior to shift
- Must read and be well-versed on Survival Guide
- Upbeat personality
- Knowledge of and passion for Burning Man guiding principles
- Ability to work with technology to look up information

**Training:**
Airport Assistance will be provided with training reference sheet. Must also be trained on accessing and using the Playa Info manual via the computer. **Must be comfortable navigating on computer.**

**Equipment:**
- Computer – located in Customs Cabin  
- Radio
Duration:

There are three shifts per day for Airport Assistance, with a 15-minute overlap for shifts to do knowledge transfer –

- 8:00 am - 12:15 pm
- 12:00 pm - 3:15 pm
- 3:00 pm - 7:00 pm
Role Summary:
Airport Greeters are the first people to welcome home new arrivals to the Black Rock City Airport (88NV). This position is similar to that of the Greeters at the Main Gate, however Acculturation is a major focus at the Airport Gate. Working under shade cover, duties include sharing important information on what to expect within the city, what is/is not appropriate, letting the passengers know that there are a ton of people available to help answer their questions and make this their best burn ever (even though we all know it was better next year), and most importantly – reinforcing the 10 principles of Burning Man at every opportunity. While we all want to have fun, Airport Greeters must remember to be respectful of boundaries and gauge people’s comfort level as they are exuberantly welcomed to Burning Man 2019!

Reporting Relationships:
This position reports to the Customs Captain.

Percentage of Time Spent:
100% of time will be spent greeting passengers, sharing information, and distributing materials.

Qualifications/Requirements:
- Must read and understand Airport Greeter shift information, including all information regarding Acculturation
- Must read and be well-versed on Survival Guide
- Upbeat personality
- Knowledge of and passion for Burning Man guiding principles
- Ability to judge situational appropriateness

Training:
Airport Greeters will be provided with a training reference sheet.

Equipment:
None required; “What Where When” books will be placed in Greeters area prior to shift.

Duration:
There are three shifts per day for the Airport Greeter, with a 15-minute overlap for shifts to do knowledge transfer –
- 8:00 am - 12:15 pm
- 12:00 pm - 3:15 pm
3:00 pm - 7:00 pm
Role Summary:
The role of the Backup is exactly what it sounds like – this is an “open” position that will be used to fill any no-shows on that shift. This means that the Backup person could be placed in any of the following roles:

- Airport Assistance
- Airport Greeter
- Fluffer
- MOOPer Scooper
- People Wrangler
- Ride Wrangler
- Road Control
- Trash Titan

It is imperative that Backups are well-versed in all of the Customs positions and are flexible and easy-going.

Reporting Relationships:
This position reports to the Customs Captain

Percentage of Time Spent:
Dependent upon the role being filled for that shift

Qualifications/Requirements:
- Must read and understand shift information for whatever role they are filling
- Must have legible handwriting
- Attention to detail in numbers and names
- Comfortable using radio
- Ability to work well with others
- Knowledge of Burning Man principles
- Previous experience in Customs roles required

Training:
Backups will be provided with training documents for whatever role they are covering.

**Equipment:**
Dependent upon role being filled

**Duration:**
There are three shifts per day for the Backup, with a 15-minute overlap for shifts to do knowledge transfer –

- 6:00 am – 10:15 am
- 10:00 am – 2:15 pm
- 2:00 pm – 7:15 pm
Role Summary:

The Customs Captain supervises the Customs Team at 88NV Airport. The Customs Captain is responsible for the smooth flow of aircrafts and passengers into and out of Black Rock City via General Aviation (GA) airplanes (excluding DCI Charters) and reinforcing the 10 principles of Burning Man at every opportunity. The Customs Captain works with other partners at the airport, including Box Office, Gate, and Dusty Charters, Inc. (charter company) to ensure smooth operations.

The Customs Captain will escalate, as appropriate, issues to the Deputy or Manager on duty – including rogue charters or other issues as identified.

The Customs Captain is responsible for each of the following volunteer roles during their shift:

- Airport Assistance
- Airport Greeter
- Fluffer
- MOOPer Scooper
- People Wrangler
- Ride Wrangler
- Road Control
- Trash Titan

The Customs Captain is responsible for ensuring that all positions are covered with trained volunteers and will take appropriate notes during each shift regarding outstanding volunteer contributions and areas for improvement. The Customs Captain may distribute reward tokens as appropriate, at the discretion of the Manager or Deputy on duty. They are also responsible for delivering lost & found items to Playa Info at the end of their shift.

Reporting Relationships:

The Customs Captain reports directly to the Customs & Acculturation Manager/Deputy, and are responsible for all activities and actions of Customs personnel during their shift.

Percentage of Time Spent:

60% supervising roles on duty during shift. 20% interacting with all other teams to ensure smooth flow of operations at the airport. 20% record keeping and ensuring data accuracy.

Qualifications/Requirements:
• Monthly teleconference meetings (June – August)
• Must read entire Customs Captain manual prior to the start of the event
• Must thoroughly understand all Customs roles
• Must arrive at least 10 minutes prior to start of shift
• Considerable volunteer hours at airport within recent years, preferably in multiple roles within Customs & Acculturation
• Ability to work under pressure
• Positive attitude
• Strong leadership and problem-solving skills
• Experience managing people – preferably volunteers

Training:

Customs Captain will receive video training and be provided with Customs Captain manual.

Equipment:

• Org radio

Duration:

A shift for a Customs Captain starts in the afternoon one day and ends the morning of the next day.

The afternoon (first) shift is from 12:00 pm – 7:00 pm. Lunch and dinner will be provided to the Customs Captain during this shift. At the end of the shift, the Customs Captain should ensure that all Customs staff has logged out and returned all gear, all daily reporting is completed, appropriate areas are clean of MOOP and locked, and any lost & found items are delivered to Play Info.

The morning shift for the Customs Captain begins at 5:45 am and lasts until 1:00 pm. The Customs Captain will be provided with a light breakfast during this shift. The Customs Captain will open blocked areas and ensure all morning shifts are covered and all volunteers are fully trained. At this time, the Customs Captain must tie up any loose ends that were not resolved the previous day.

At noon, the next Customs
Role Summary:
Fluffers have the very important job of “fluffing” all other volunteers at the airport; that is – ensuring all the wonderful people who dedicate their time and energy to making the Airport a wonderful place are well taken care of. Providing hydration, sustenance, and sunblock, giving a good water misting, and just being an all-around pleasant person are the key functions of this role. While friendly conversation is encouraged, Fluffers need to ensure that each volunteer on their shift gets an opportunity to be fluffed. If a Fluffer wants to bring their own personal goods to distribute as part of their fluffing contribution, goods must be approved by Airport Council prior to the beginning of their shift.

Reporting Relationships:
This position reports to the Customs Captain.

Percentage of Time Spent:
100% making rounds and fluffing volunteers.

Qualifications/Requirements:
- Must be able to understand Fluffer shift information
- Extraordinary people skills and overall friendly demeanor
- Ability to gauge appropriate rations based on supply/demand
- Ability to walk around with supplies throughout shift

Training:
Fluffers will be provided with training documents that include what supplies should be distributed and the route they should take to ensure coverage of all volunteers.

Equipment:
Cart, food, hydration.

Duration:
There are two shifts per day for Fluffers –
  6:00 am – 11:00 am
  10:30 am – 3:30 pm
Job Title: MOOPER SCOOPER
Level of Difficulty: Entry level - requires walking around airport throughout shift
Job Description Updated: 05/27/2019

Role Summary:
The MOOPer Scooper is responsible for scanning the Airport playa to ensure that 88NV is adhering to the Burning Man principle of Leave No Trace! While this means picking up MOOP (matter out of place), it does NOT include taking peoples' garbage for them; the MOOPer Scooper should feel free to kindly educate those that ask on this specific principle:

Leaving No Trace
Our community respects the environment. We are committed to leaving no physical trace of our activities wherever we gather. We clean up after ourselves and endeavor, whenever possible, to leave such places in a better state than when we found them.

Since the MOOPer Scooper spends most of their time outside, they must have the discretion to get into the shade and drink water as often as necessary. Bonus points for bringing a hydration pack, sunblock, and sun-cover (hat, shawl, etc.). There will be Fluffers on each shift that will also provide hydration, snacks, sun block, and water misting.

Two buckets will be provided – one for recyclable materials, and another for garbage.

Reporting Relationships:
This position reports to the Customs Captain.

Percentage of Time Spent:
100% of time will be spent looking for and disposing of MOOP.

Qualifications/Requirements:

- Must read and understand MOOPer Scooper shift information
- Attention to detail and keen eye for locating MOOP
- Ability to determine what type of MOOP is recyclable vs. garbage
- Knowledge of and passion for Burning Man guiding principles – especially Leaving No Trace!
- Self-awareness in determining when a break is needed

Training:
MOOPer Scoopers will be provided with reference sheet so that they can correctly sort what they find!
Equipment:
- Two buckets
- Trash grabber

Duration:
There are four shifts per day for the MOOPer Scooper –
- 8:00 am - 10:45 am
- 10:30 am - 1:15 pm
- 1:00 pm - 3:45 pm
- 3:30 pm - 6:00 pm
Job Title: **PEOPLE WRANGLER**
Level of Difficulty: Entry level
Job Description Updated: 05/27/2019

**Role Summary:**
The role of the People Wrangler will work in conjunction with the Ride Wrangler, and manage adventurous volunteers and Burners who visit the airport to take graciously gifted scenic flights over beautiful Black Rock City. The People Wrangler will direct the flow of visitors and keep them entertained while they wait for their turn to soar over the playa. An effective People Wrangler will have excellent people-organizing skills (as the name suggests), be energetic, engaging, and friendly yet firm when directing the masses.

**Reporting Relationships:**
This position reports to the Customs Captain, and works collaboratively with the Ride Wrangler.

**Percentage of Time Spent:**
100% entertaining and updating people on flight status.

**Qualifications/Requirements:**
- Must be able to understand People Wrangler shift information
- Extraordinary people skills
- The ability to entertain people that may have been waiting for an extended period of time
- Ability to work well with others
- Comfortable with numbers and equations
- Experience organizing large groups of people

**Training:**
People Wranglers will be provided with a training document and will be educated in the gift ride process.

**Equipment:**
None required

**Duration:**
There are three shifts per day for the People Wrangler, with a 15-minute overlap for shifts to do knowledge transfer –
- 5:45 am - 9:15 am
- 9:00 am - 1:15 pm
1:00 pm - 5:00 pm
Job Title: RIDE WRANGLER
Level of Difficulty: Mid-level; preferably has experience in this position
Job Description Updated: 05/27/2019

Role Summary:
The Ride Wrangler will work in conjunction with the People Wrangler, and is to be the liaison between adventurous volunteers and Burners who visit the airport and the friendly pilots who graciously gift scenic flights over beautiful Black Rock City. The Ride Wrangler will organize wait lists for scenic flights on a first-come basis to ensure as much order and fairness as possible. To be effective, a Ride Wrangler has to solve puzzles involving weight restrictions, passenger limits, timing, and other special considerations. This job requires major organization skills, and diplomacy is a must!

NEW THIS YEAR - We will be using a numbering system and PA system to better organize and wrangle people for rides.

Reporting Relationships:
This position reports to the Customs Captain, and works collaboratively with the People Wrangler.

Percentage of Time Spent:
50% taking information from people wanting rides, 30% coordinating flights, and 20% entertaining and updating people on flight status.

Qualifications/Requirements:
- Must be able to understand Ride Wrangler shift information
- Must have legible handwriting
- Attention to detail in numbers and names
- Extraordinary people skills
- The ability to entertain people that may have been waiting for an extended period of time
- Ability to work well with others
- Comfortable with numbers and equations
- Experience organizing large groups of people

Training:
Ride Wranglers will be provided with a detailed training document and will be trained by the Customs Captain on the new process.
Equipment:
- Clipboard with Ride Wrangler form for taking names/stats and recording which pilots are gifting
- Calculator
- Watch
- Numbers
- Pen
- Radio

Duration:
There are three shifts per day for the Ride Wrangler, with a 15-minute overlap for shifts to do knowledge transfer –
- 5:45 am - 9:15 am
- 9:00 am - 1:15 pm
- 1:00 pm - 5:00 pm

Please note that gifting rides is dependent upon the weather. If conditions do not allow pilots to fly then the Ride Wrangler may be asked to help in another area.
Job Title: ROAD CONTROL
Level of Difficulty: Entry level
Job Description Updated: 05/27/2019

Role Summary:
Road Control, working with a partner, mans the entrance to 88NV at the beginning of Airport Road. Under shade structure, Road Control ensures that only authorized vehicles pass through the entrance to Black Rock Municipal Airport such as org vehicles, golf carts, mutant vehicles and vehicles for the handicapped. Regular vehicles are prohibited from entering – especially PEOPLE TRYING TO PICK UP PASSENGERS FROM THE AIRPORT. Road Control will also stop any mutant vehicles playing loud music to ask them to reduce their volume because the airport is a working camp and compromising the ability to hear on the radio can impact safety.

Any concerns or push-back should be immediately communicated via the org radio to the Customs Captain on duty.

Reporting Relationships:
This position reports to the Customs Captain

Percentage of Time Spent:
100% monitoring the entrance to road to ensure no unauthorized vehicles enter Airport Road.

Qualifications/Requirements:
- Must read and understand Road Control shift information
- Diplomacy
- Ability to use radio
- Patience, as there may be a lot of down time

Training:
Road Control will be provided with a training document as well as a copy of the stickers used by the org and DMV designating staff or handicapped vehicles.

Equipment:
- Radio
Duration:
There are three shifts per day for Road Control, with a 15-minute overlap for shifts to do knowledge transfer –
  8:00 am - 11:15 am
  11:00 am - 3:15 pm
  3:00 pm - 6:30 pm
Job Title: TRASH TITAN
Level of Difficulty: Entry level
Job Description Updated: 05/27/2019

Role Summary:
the Trash Titan works in the shade and has the very important job of manning/womanning/theyying the trash/recycle bins and everything that goes in them to ensure that ONLY GARBAGE goes in the trash and ONLY RECYCLABLES go in the APPROPRIATE recycle bin. The Trash Titan will verify that people delivering rubbish for disposal are authorized to do so, and review the contents for disposal with their owner so that education may be provided if necessary. The Trash Titan also has the discretion to send people away to sort their disposables if they have a high degree of cross-over (trash in recyclables, vice versa). The Trash Titan’s role is VERY important – and here’s why: When disposables are taken out, they are double-checked to ensure proper separation. If they are NOT properly separated, whoever is making the delivery will be forced to dump everything out and sort it by hand on the spot (very unpleasant!). Furthermore, this could result in our banishment from disposal services overall!

Reporting Relationships:
This position reports to the Customs Captain.

Percentage of Time Spent:
20% of time will be spent verifying deliverers of disposables, and 80% will be ensuring disposables go into the correct bins.

Qualifications/Requirements:
- Must read and understand Trash Titan shift information
- Attention to detail and keen eye for sorting trash and recyclables
- Knowledge of and passion for Burning Man guiding principles – especially Leaving No Trace!
- Ability to kindly educate people on what consists of trash and recyclables

Training:
Trash Titans will be provided with training documentation and examples of what is appropriate to put in each can.

Equipment:
- Trash grabber

Duration:
There is one shift per day that is worked in two 1-hour intervals for the Trash Titan –
12:00 pm – 1:00 pm
5:00 pm – 6:00 pm
Role Summary:
The role of the Traffic Circle Cop is to direct traffic just like they do at a regular airport. When it is exodus and people must leave, we modify our rules and allow vehicles into the traffic circle area to drop off passengers. The key is that they are only allowed to drop off and NOT park! The Traffic Circle Cop makes sure everyone keeps moving so that there are no traffic jams.

Reporting Relationships:
This position reports to the Customs Captain.

Percentage of Time Spent:
100% directing traffic within the traffic circle.

Qualifications/Requirements:
- Must read and understand Traffic Circle Cop shift information
- Diplomacy
- Ability to enforce the rules

Training:
Traffic Circle Cop will be provided with a training document.

Equipment:
- None

Duration:
There are three shifts per day during Exodus, starting on August 31.
- 8:00 am - 11:15 am
- 11:00 am - 3:15 pm
- 3:00 pm - 6:30 pm