

Eden Mills Writers' Festival Volunteer Position Descriptions 2023

Welcome Gate

Our volunteers at the Welcome Gate are the first point of contact for visitors arriving at the Eden Mills Writers' Festival, providing a positive introduction to our festival! You will take tickets at the gate and handle cash and credit card transactions. Training will be provided.

- **Tasks:** make accurate cash transactions and provide change; manage security of tickets and cash at all times; direct patrons when asked; make radio requests when required; provide wristbands to visitors
- **Skills:** friendly, outgoing, able to think on your feet, able to problem-solve, do quick math and handle money and an iPad, communicate clearly, and interested in working with people.
- **Qualifications:** previous experience handling cash and credit transactions is an asset; previous experience providing customer service is an asset.

Info Booth Attendant

An Information Booth Attendant provides directions and info to patrons during the day. You are a key part of giving patrons an easy and positive experience at our festival.

- **Tasks:** Handing out festival material as needed; being familiar with the festival schedule and the map of Eden Mills; answer questions and provide directions.
- **Skills:** friendly and outgoing; excellent communication; ability to think on your feet and answer odd questions; an eagerness to help others
- **Qualifications:** previous experience providing customer service is an asset, as is previous experience attending the Eden Mills Writer's Festival.

Site Supervisor

Site Supervisors are responsible for overseeing one of our five event sites. Training will be provided.

- **Tasks:** communicate with presenters so they understand the order of events (i.e., sequence of authors, time allocated, panel discussions etc.); ensure that authors arrive early to sets; check that site conditions are adequate for the audience and authors; keep sets running on time (arrange to signal authors when there is 5 mins to go); sound check for each set; sound reinforcement: make necessary adjustments to microphone, amplifier, loudspeakers; ask the audience if they can hear clearly before a set, communicate issues to be resolved with the Operations Coordinator. Each Site Supervisor has one Assistant.
- **Skills:** organized, friendly, and feel comfortable dealing with sound tech and other people.
- **Qualifications:** experience working with sound tech is an asset.

Assistant Site Supervisor

Assistant Site Supervisors report to the Site Supervisors at one of our five event sites in the village. They welcome presenters and ensure they have what they need, clean the stage between sets, and assist with preparations for subsequent sets as needed. (Being able to watch the events is an added bonus of this position!) Training will be provided.

- **Tasks:** supporting the Site Supervisor with assisting the authors finding their sets in advance; make sure that the authors have a place to sit and are comfortable; assist with the sound check for each set
- **Skills:** organized, friendly, and feel comfortable dealing with sound tech and other people.
- **Qualifications:** experience working with sound tech is an asset.

Golf Cart Jockey

A golf cart jockey helps transport writers and patrons to and from different areas of the festival. In this position you spend the day driving around the beautiful village of Eden Mills.

- **Tasks:** transport patrons safely to and from destinations; recharge golf cart when not in use; respond to radio requests for assistance; help out with other tasks as assigned
- **Skills:** friendly, feel comfortable carrying a conversation, a people person.
- **Qualifications:** must be 18 years or over, have and provide valid proof of G license; previous experience in customer service is an asset; previous experience volunteering at the festival is an asset.

Audience Engagement

This is a great role for anyone who loves talking to people. You will be engaging directly with patrons and helping us gather information from festival attendees using survey questions.

- **Tasks:** engaging with patrons about our festival survey; collecting demographic information
- **Skills:** friendly and very outgoing; good communication skills; able to deal with a variety of personalities
- **Qualifications:** previous customer service experience is an asset

Set up

Volunteers aid with set up and tear down of the festival. Most volunteers are needed on Sunday morning, but shifts are also available from Thursday to Saturday. This job is perfect for introverts and handy people! We are looking for 24 volunteers.

- **Tasks:** set up of tents, tables, chairs, and other equipment for the festival
- **Skills:** comfortable working with your hands; comfortable lifting heavy objects; comfortable setting up tents
- **Qualifications:** comfortable with physical labour

Floater

Floaters are ready and willing to fill any role and provide assistance with the festival!

- **Tasks:** aiding other volunteers wherever needed
- **Skills:** Have a can-do attitude, be easily adaptable, friendly, and outgoing. Understanding of the festival layout and values is expected.
- **Qualifications:** previous experience in customer service is an asset, as is previous experience volunteering at an event