

EDMONTON HERITAGE FESTIVAL VOLUNTEER PROGRAM JOB DESCRIPTIONS 2012

ADMINISTRATION / REGISTRATION

PURPOSE

The purpose of the Administration area is to provide a central information area for the public and pavilion personnel; site communications, and lost and found. To help fellow volunteers in registering for their shifts.

VOLUNTEER DUTIES

- . To serve as a central information centre for volunteers
- . **Assist incoming volunteers with registering and giving instructions on how to locate their supervisor and/or area**
- . Distribute volunteer T-shirts & Hats
- . Answer questions from the public and volunteers
- . Record Lost and Found items
- . Storage of supplies
- * Volunteers working in "Volunteer Registrations" are to check the registration book for any volunteer not appearing in the sign in book to insure they have registered. If they have not previously registered, have them fill in a registration form. Registration forms will be available at Volunteer Registrations and from the Administration Office.

AMPHITHEATRE ATTENDANT

PURPOSE

The purpose of the Amphitheatre Attendants is to assist with the presentation of shows and receptions held at that venue.

AMPHITHEATER PROGRAMS

Scheduled Performances, Multicultural in Dance

VOLUNTEER DUTIES

Volunteers in these positions will have a varied number of duties that may include:

- . Assist with stage set up/tear down for the various attractions
- . Venue clean up after each show and insure garbage is bagged and set out for grounds crew to pick up
- . Answer questions from Festival visitors
- . Greet patrons and assist the elderly/infirm with seating if necessary
- . Monitor washrooms and inform your supervisor if the washrooms are unclean, questionable activities are happening or anyone requiring assistance
- . Gate counts
- . Gate and Green Room Security

COUNT ROOM TELLERS

NOTE: Volunteers must be 18 years of age or older to work in this venue.

PURPOSE:

The purpose of the Count Room is to offer a safe and efficient site for cash handling.
(A police officer is in attendance at the Count Room at all times)

VOLUNTEER DUTIES:

- . Count of cash from food ticket booths
- . Balance cash to food tickets sales sheets
- . Preparation and distribution of cash and ticket floats for food ticket booth vendors
- . Control over distribution and inventory of food tickets

KIDZWORLD AIDES

PURPOSE:

The purpose of the Children's Corner is to provide children attending the festival with opportunities to learn about other cultures and enjoy the day by providing both cultural and non-cultural programming. Primarily the children's corner volunteers assist children in the various programs and keep the area clear of debris and the site safe for the children visiting.

VOLUNTEER DUTIES:

- . Distribute painting supplies
- . Prepare craft supplies (cutting paper, etc)
- . Face painting (a workshop will be held in July at the Volunteer BBQ prior to Festival) to teach Face Painting to those volunteers wishing to participate in this activity
- . Assist children with craft projects
- . Assist with children's games
- . Monitor inflatables
- . Assist children with the various other programs within the Children's Corner.

FOOD TICKET SELLERS

NOTE: Volunteers must be over the age of 16 years and MUST attend a training program prior to the festival for this venue.

PURPOSE

The purpose of food ticket sellers is to sell food tickets to the public

VOLUNTEER DUTIES

- . Sell food tickets from one of the on-site food ticket stations
- . Knowledgeable in counting money and giving appropriate change
- . Deal with the public appropriately

HOSPITALITY

PURPOSE

The purpose of the Volunteer Hospitality Area is to provide services for our hard working volunteers and service providers. This is where volunteers' meals are prepared and served, t-shirts distributed, complaints heard and information is dispensed.

Hospitality volunteers work at the Volunteer Rest Centre doing a number of tasks. We serve lunch and dinner, and snacks and beverages are available to volunteers all day.

VOLUNTEER DUTIES:

- . **Volunteers working with food preparation MUST HAVE excellent personal hygiene.**
- . Assist with meal preparation. This consists of:
 - . Cutting up fruit and vegetables
 - . Barbecuing Hamburgers and Hot Dogs
 - . Preparing other meals as needed
 - . Filling condiment containers
 - . Stocking dishes and cutlery
 - . Insure snacks are available all day
 - . Keep Volunteer Rest Area neat and tidy
 - . Insure all food is put away, perishables refrigerated, etc. at the end of each day.
 - . Washing cooking utensils

INFORMATION KIOSKS

PURPOSE:

The purpose of the Information Kiosks is to provide an outlet for festival visitors and pavilion personnel to go for information on events, services, schedules, administration, etc. Information Kiosks Volunteers are our Festival Ambassadors who supply this information (or let people know where to go to find out the information they are seeking)

Information Kiosks are supplied with:

- Enlarged site maps which clearly show the location of events and services
- A list of frequently asked questions
- Schedules of Festival events and Amphitheatre performances
- A manual listing festival events, site locations, etc.

VOLUNTEER DUTIES:

- . Distribute Souvenir Programs
- . Answer questions from the public and pavilions regarding:
 - . Schedules for the Amphitheatre and festival events
 - . Location of services and attractions
 - . Services available
- . To be aware of how to contact the various services required by the public and cultural pavilions (an information manual will be available to the volunteers at each kiosk)
- . Receive and register complaints/compliments (binder provided)
- . Receive and record lost/found items (binder provided) and inform your Supervisor or the Administration Office if someone brings something they have found to you so that arrangements can be made to take the found items to the appropriate area. This could be anything from a child to a set of keys.

TRANSPORTATION CREW

NOTE: VOLUNTEERS IN THIS POSITION MUST BE OVER THE AGE OF 18 YEARS, HAVE A CLEAN, VALID ALBERTA DRIVERS LICENCE and an Edmonton Heritage Festival Volunteer for at least 5 consecutive years.

NOTE #2: Volunteers MUST be available for a shift each day

PURPOSE

The purpose of the on site transportation crew will be to insure various areas are kept stocked with goods and to transport individuals to various areas within Hawrelak Park when required.

VOLUNTEER DUTIES

- . Keep food ticket booths stocked with tickets
- . Transport personnel
- . Other on site deliveries as required
- . Pick up/drop off Food Ticket Sellers when they are carrying tickets/cash

DRIVER SHOTGUN

PURPOSE

The purpose of Driver Shotgun is to accompany the Driver and remain on the Golf Cart when the Driver is off of the cart performing their duties.

Volunteer Duties

- . Remain on the Cart when Driver is performing their duties
- . Assist the Driver as needed

VOLUNTEER REWARDS:

- . Appreciation/Orientation BBQ
- . Heritage Festival T-Shirt
- . Draw prizes
- . Meals/Snacks during the Festival
- . Scholarships by random draw for those volunteers in registered course of post-secondary studies between January 1 – December 31, 2012.

Scholarships sponsored by; Edmonton Oil Capital Kiwanis Club, Coca Cola, Investors Group, Academy Mechanical, Apollo Propane, Servus Credit Union, Golf Cart People, Access TV, Edmonton Community Foundation, Special Events Rental, Realty Executive.

Scholarships are only available to students currently in or entering into a post-secondary course of studies in a Canadian institute. Students must be enrolled between January 1 – December 31, 2012 to qualify and must volunteer a minimum of 10 hours.

. Certificate of Appreciation

TRAINING/ORIENTATION:

~ Training sessions for all positions will be held during the Volunteer Appreciation/Orientation BBQ prior to Festival.

TIME COMMITMENT:

~ Most shifts are five hours in duration. Volunteers must complete one full shift to be eligible for any volunteer rewards.