

# EDMONTON HERITAGE FESTIVAL VOLUNTEER PROGRAM JOB DESCRIPTIONS 2008

## ADMINISTRATION / REGISTRATION

### PURPOSE

The purpose of the Administration Office 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

- . Distribute volunteer T-shirts & Hats and direct them to their area.
- . Answer questions from the public and volunteers
- . Distribute Transceivers
- . Record Lost and Found items
- . Photocopying
- . Storage of supplies

## 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

Opening/Closing Ceremonies, Multiculture in Dance, and Citizenship Court.

### 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
- . Lay out carpet for Citizenship Court on Monday
- . Assist with serving food to attendees at Citizenship Court
- . Gate counts
- . Gate and Green Room Security

## BANK TRAILER TELLERS

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

### PURPOSE:

The purpose of the Bank Trailer is to offer a safe and efficient site for cash handling.  
(A police officer is in attendance at the Bank Trailer 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

## CHILDREN'S CORNER 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 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 regarding on site programs to answer inquiries
- . Deal with the public appropriately

### **TICKET BARON**

#### **PURPOSE**

Help facilitate food tickets to food ticket booths.

### **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:

- Transceiver Radios to contact your Supervisor, on-site Volunteer Coordinator and the Administration Office.
- 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 AND HAVE A CLEAN, VALID ALBERTA DRIVERS LICENCE**

#### **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 Information Kiosks stocked with supplies
- . Keep food ticket and 50/50 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

### **VOLUNTEER REGISTRATIONS**

#### **PURPOSE:**

The purpose of volunteer Registrations is to insure we have a record of all those persons who volunteer for us. An accurate record of the number of volunteers and the number of hours they volunteer is needed for reports to various government and funding agencies who request this information. We also need an accurate record of volunteer hours to determine which volunteers are eligible for draws for scholarships and major prizes. In addition, for insurance purposes, we must know who all is on site in the event of an emergency evacuation.

#### **VOLUNTEER DUTIES:**

- . Assist incoming volunteers with registering and giving instructions on how to locate their supervisor and/or area.
- . Distribute t-shirts, meal tickets, and other volunteer supplies
- . To serve as a central information centre for volunteers
- \* 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.

## **50/50 TICKET SELLERS**

**The Edmonton Heritage Festival will hold a 50/50 draw each day of the festival.**

**NOTE: Volunteers must be a minimum of 18 years of age to sell 50/50 tickets.**

### **PURPOSE:**

The purpose of the 50/50 draw will be to generate revenue for the Edmonton Heritage Festival Association to insure the viability of the festival.

### **VOLUNTEER DUTIES:**

- . Sell 50/50 tickets to the public either from stationary booths within Hawrelak Park or walking the site.
- . Balance cash to tickets at the end of each shift.