



## Volunteer Job Descriptions 2015

### **BEER GARDEN**

**BARTENDER:** Main Stage, VIP and Community stage area refreshment tents.

You will serve alcohol and ensure compliance of the Liquor Control Board Regulations and the safety of patrons. Do not serve alcohol to inebriated patrons. Collect tickets from patrons, destroy tickets and dispose. Deliver refreshments to the patron and no more than two (2) at a time. You must be able to stand for long periods and work in a fast paced environment. A Smart Serve card, in your name, must be on your person while working and serving alcoholic beverages for the Festival. Reports directly to the Beer Garden Supervisor.

**BAR BACK** Pour beer into provided cups, open coolers and/or beer cans place on collection table for servers. Refill draft kegs and cases. Requires heavy lifting and standing for long periods. Reports directly to the Beer Garden Supervisor.

**VIP DOOR(Gate) PERSON** Must be over 18 years old as of beginning date of volunteer work. Assist VIP ticket holders to their seats, answer questions and direct traffic. Reports directly to the Entertainment Supervisor.

**VIP RUNNER** Must be over 18 years old as of beginning date of volunteer work. Keep VIP area clean, assist VIP Door Person. Ensure VIP area is stocked with food, beverages, ice and supplies at all times. Reports directly to the Entertainment Supervisor.

**TICKET CASHIER** Must be over 18 years old as of beginning date of volunteer work. Sell refreshment tickets to patrons. Responsible for cash float count before and after shift. Reports directly to the Beer Garden Supervisor.

**BACK STAGE** Assist Band Assistants with equipment, loading and unloading. Work directly with Security Company to maintain secure area for Artists. Police Background Check required at volunteers expense. Must be able to safely lift over 50 lbs, work under high security area, experience is an asset. Reports directly to the Entertainment Supervisor.

**STAGE HAND-** Assist with pickup, set/up and tear down of stage equipment & light equipment. Help performers load & unload their equipment from the stage. Please use the proper directions given to you as some of this equipment is very sensitive and some items may not be touched by anyone but the band themselves. Do remember that all of the equipment is very expensive & should be handled with care. In between loading & unloading times you may be asked to do a variety of tasks to help out. Reports directly to the Entertainment Supervisor.

**GATE ATTENDANTS** – Sell tickets to events, responsible for cash reconciliation. Reports directly to the Event Coordinator.

**BAND MERCHANDISER-** Selling band merchandise & handling cash during concerts. Responsible for cash float. Must be over 18 years old & police check to be completed. Reports directly to the Entertainment Supervisor.

## LOGISTICS

**GROUNDS SUPERVISOR** Keep general area clean and free of obstacles and debris. Garbage collection, grey water collection and ECO service bin responsibility. Reports directly to the Logistics Supervisor.

**LOGISTICS ASSISTANT** – Work directly under Logistics Supervisor for setup/tear down, grounds crew, ECO sanitation supervision, covering for breaks etc. Reports directly to the Logistics Supervisor.

**GROUNDS CREW**- Collection of grey water and garbage throughout festival. Perform various assigned duties as instructed. Capable of heavy lifting over 30 lbs. Must be capable of driving a golf cart safely on the grounds. Reports directly to the Logistics Supervisor.

**SITE SET-UP/TEAR DOWN** – Assist with infrastructure set up; fencing layout and setup, snow fencing, picnic areas/tables, tents, chairs, flags, place garbage bins at specific areas, portable toilet placement etc. Must be able to lift over 30 lbs, bend and stand for long periods. A working knowledge of electrical hand tools an asset. Work boots valuable but not mandatory. Reports directly to the Logistics Supervisor or Assistant.

**ECO SANITATION** – Collection of garbage and recycling, sorting and removal. Will require heavy lifting and walking on uneven ground. Assisting Grounds Manager/Director with collection of recycling, garbage and grey water. Iron Horse Festival 2015 requires ECO Station attendants who will ensure only recyclable materials are disposed of in the ECO Station. Reports directly to the Logistics Supervisor or Logistics Assistant.

**PARKING ATTENDANT** - Directing traffic to and in parking area, general cleanup of area, safety of patrons, exit flow at closing and general security in parking area. This position requires safety vest worn at all times on shift. Reports directly to the Volunteer Coordinator or Volunteer Coordinator Assistant.

## EVENTS

**INFORMATION BOOTH (North and South)** – Providing information on vendors/exhibitors, concert times and locations, ticket purchasing areas, parking issues and any information needed to assist patrons with their stay. Information booths are central location for a “Missing Child Area” (refer to Volunteer Manual). Have a general knowledge of the Iron Horse Festival layout. Reports directly to the Event Coordinator.

**WILL-CALL BOOTH** – The Will Call booth is located in the Licensed Refreshment Area during the headliner concerts. It is for VIP members and Online Ticket holders to pick up their tickets and packages as needed. Also required; assist ticket sellers as needed. Reports directly to the Event Coordinator.

**KIDS JUNCTION** – Assist the Kids Junction Supervisor with children; crafts, setting up displays for crafts, chairs, putting up signs.

**VOLUNTEER COORDINATOR ASSISTANT**- Ensure volunteers are signing in on the sign in sheet. Ensure Volunteer files are up to date. Ensure that volunteer is assigned proper safety gear. Provide volunteer with shirt, collect money if replacement tee-shirts needed (\$20.00). Reconfirm shift details and placement. Advise the volunteer to return to Volunteer Central or notify Supervisor at end of shift. Direct volunteer to placement location. From time to time if an area is short of volunteers the Volunteer Coordinator Assistant will cover the schedule until need be. May be required to deliver items to different parts of the festival. You will help to keep the refreshments stocked. Ensure that the food area is clean and free of garbage. Reports directly to the Volunteer Coordinator.

**FLOATER/RUNNER-** Fill in for festival volunteers during peak times, during breaks or in the event of no-shows. Be flexible and able to multi-task. Perform multiple walk-throughs.

**SECURITY/ NIGHT CLEANING CREW-** Nightly patrols of festival area; cleanup and garbage removal working with night Security Company. Must be friendly, courteous and able to handle stress. Reports directly to the Director of Security.

## **GAMING**

**BINGO TENT** All positions report directly to the Vendor Coordinator.

**CALLERS** - Working knowledge of bingo calling an asset.

**CASHIERS** - Selling bingo cards, responsible for cash float, collecting payments, making change, verifying winning bingo cards. Responsible for cash float. Must be over 18 years old & police check to be completed or authorization by Board.

**Crown & Anchor-** Experience with gaming wheel an asset. Responsible for cash float. Must be over 18 years old & police check to be completed or authorization by Board. Reports directly to the Vendor Coordinator.

**50/50** - Selling tickets for 50/50 draws. Responsible for cash float. Must be over 18 years old & police check to be completed or authorization by Board. Reports directly to the Vendor Coordinator.