

Guelph Jazz Festival Volunteer Crew – Roles and Responsibilities

Crew	Description of Tasks & Responsibilities
Beverage	<p>Beer and Wine Beverage Beer and Wine: Responsible for selling beer/wine tickets and serving beer/wine at licensed venues, including Mitchell Hall (St. George’s Church) and the Saturday Jazz Tent. <i>Beverage Volunteers must:</i></p> <ul style="list-style-type: none"> •Be 19 years of age or older •Have Smart Serve training •Be friendly and diplomatic, and work well under pressure •Attend an orientation and training session in August <p>Water: Responsible for overseeing all matters pertaining to the procurement and delivery of clean drinking water to patrons and artists. This position requires that volunteer:</p> <ul style="list-style-type: none"> *Be able to lift heavy water canisters. *Have the use of a Vehicle *Be able to work pre-festival.
Box Office	Responsible for selling concert tickets/passes at the door. Box office volunteers should carry a pleasant and professional demeanor. They must be comfortable working with and being accountable for money (ideally, have some cash/sales experience) and they need to attend an orientation meeting.
Colloquium Catering	Work with the Colloquium Catering Coordinator before and during the Festival to prepare, transport and serve food at the Jazz Colloquium. May also be required to assist with dishwashing and clean-up of the food preparation and service areas. Food Handling and cooking experience are assets.
Distribution	Work closely with the Distribution Coordinator and Marketing Committee to distribute posters and other promotional materials throughout Guelph and surrounding areas. Distribution volunteers must be available pre-Festival (July/August). Vehicle an asset, but not mandatory.
Front of House	Responsible for taking tickets, checking passes, distributing Festival programs, counting performance attendees and offering assistance to audience members before/during the performance, as needed. Front of House Volunteers are also required to remain after the performance to assist in cleaning up the venue. Must feel comfortable dealing directly with the public.
Hospitality	Responsible for ensuring that all needs (except technical) of the artists are met. Hospitality volunteers fall into two main categories. Driving Volunteers: <ul style="list-style-type: none"> •Are responsible for shuttling artists around town in Festival vans. •Must be 25 years of age or older, have a drivers license and a clean driving record •Must have excellent time management skills and be able to follow a tight schedule

	<p>Green Room Volunteers:</p> <ul style="list-style-type: none"> • Are responsible for managing artist's green room areas and assisting artists needs while at venue. • Must be 19 years of age or older • Ideally, should have hospitality experience.
Membership	<p>Volunteers on this crew are the most important "face" of the Festival. They are responsible for sharing Festival membership information and selling new memberships to interested patrons. This position requires:</p> <ul style="list-style-type: none"> • Great communication and sales skills. • Ideally, background knowledge of the Festival. • Experience handling and being accountable for Cash. • The volunteer attend a training session before the festival.
Merchandise Sales	<p>Responsible for selling Festival merchandise at all Festival events, including the Jazz Tent and Colloquium. Merchandise Volunteers must:</p> <ul style="list-style-type: none"> • Be enthusiastic about music and be able to actively sell. • Work well under pressure • Be comfortable working and being accountable for money (ideally, have some sales/cash experience) • Attend an orientation training session in August.
Office	<p>Office Volunteers assist with administrative tasks before and during the Festival. Tasks may include data entry, filing, photocopying, mailing and running other general errands. Must be able to work independently in a small, busy office environment. Must also demonstrate initiative, flexibility and strong communication skills. Please note you must be available during regular business hours (Monday to Friday, 9am – 5pm).</p>
Production	<p>Work under the direction of the Technical Director and her/his staff to assist in the set-up and strike of stage equipment. Ideally, have experience handling sound systems and stage equipment. Must be able to follow directions and work well under pressure. Some heavy lifting required. This position also requires Steel toe footwear.</p>
Raffle	<p>Responsible for selling raffle tickets to patrons and guests. Must be outgoing and confident. Must be comfortable working with and being accountable for money.</p>
Site Coordinator	<p>Responsible for the smooth running of all Sectors within a venue. This volunteer is the go-to person for many on site issues. They must:</p> <ul style="list-style-type: none"> • Be organized and responsible. • Have leadership experience. • Ideally have some event coordination experience. • Have great people skills and be able to delegate tasks.

Tent	<p>Report to the Tent Co-Coordinator. Divided into a number of sub-crews and shifts.</p> <ul style="list-style-type: none"> • Set-Up: Responsible for helping setting up Tent Site (signage, fencing etc). Must be available early Saturday morning and must be prepared to get your hands dirty! • Security/Site: Because the tent is outside and licensed, these volunteers are required to ensure that no beer leaves the fenced in area and there are no problems arising from the serving of alcohol. Will also be required to ensure ongoing cleanliness of the site as well as a full clean-up on Saturday night. • Teardown: Responsible for tent area clean-up and tearing down all temporary aspects of the site, including signage, fencing, tables and chairs, and tents. Must be available early Sunday morning and must be prepared to get your hands dirty!
Nuit Blanche	<p>NEW THIS YEAR!!! An exciting all night series of events around the city!</p> <ul style="list-style-type: none"> • Assist in the operation of indoor and outdoor scheduled and improvised musical performances in public spaces, ranging from parks and art galleries to buses and restaurants, as well as cinema viewings and much more. • Requires enthusiasm and a strong ability to engage with the public.