



## PRE/POST FEST TEAMS

### SITE NITEHAWKS

This crew works after the sun goes down to ensure there is no mischief or shenanigans on festival site after hours. They serve as presence on site - no "security guard" stuff required! (Shifts include two prior to the Festival, one during, and one afterward)

#### **The Job:**

- Working AFTER HOURS SHIFTS--Being the eyes and ears on the site

#### **The Musts:**

- A minimum of 18 years of age
- Be comfortable working overnight shifts
- Previous security experience is an asset, but not required

### SITE PRODUCTION

This is the crew that is for the "jack of all trades" or for those who are hands on folk! Our Site crew is responsible for building the small village that is our home during festival weekend. Job requires good availability in the three days before the fest, and the two days after the fest.

#### **The Job:**

- Set up and teardown of site, tasks include: tents, fencing, carpentry, plumbing, electrical, forklift operation
- Hauling equipment and materials to and from storage, and around the site

#### **The Musts:**

- A minimum of 18 years of age
- Physical labour; includes heavy lifting
- Walking or standing for periods at a time
- Have a valid driver's licence with a clean driver's abstract (asset)
- Trades experience (asset)
- First Aid/CPR and
- WHIMIS training (asset)



# FESTIVAL TEAMS

## BEER GARDEN

Many happy memories are made in the beer garden, and these are the crews that help it all happen.

### The Job:

- Bar - Taking tickets, serving/pouring drinks, setting up and the closing bar
- Ticket Sales - Selling tickets while maintaining and accounting for cash sales

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Food and beverage handling
- Walking or standing for periods at a time
- Physical labour; includes heavy lifting
- Must have or be willing to obtain *ProServe*

## BEER GARDEN BBQ

Keep our beer garden patrons fed!

### The Job:

- Cook hamburgers and hotdogs on our beer garden barbeque
- Taking payment and serving the public
- Maintaining stock

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Food and beverage handling
- Walking or standing for periods at a time
- Cash-handling
- Knowledge of food service and health and safety standards an asset

## CANDLE SELLERS

Our nightly mainstage looks out onto a beautiful candle-lit hill. This is the team that makes it happen!

### The Job:

- Walk throughout the main site during nightly main stage and sell candles

### The Musts:

- Working with the public; strong interpersonal skills
- Cash-handling
- Walking or standing for periods at a time



## CASH TEAM

This crew is for the accountant in all of us. If you are organized, good with numbers and have a keen eye for detail, you will feel right at home with the Cash Team.

### The Job:

- Handle/pick up/count incoming cash throughout fest
- Cash reconciliation and data entry
- Prepare and distribute cash floats
- Execute artist payouts
- Prepare bank deposit forms

### The Musts:

- A minimum of 18 years of age
- Cash-handling
- Security clearance will be required

## FACE PAINTING

This is the team to thank for the adorable and creatively painted faces walking around the festival.

### The Job:

- Organizing of face painting for patrons during the festival

### The Musts:

- A minimum of 16 years of age
- Working with the public; strong interpersonal skills
- Experience in face painting or other artistic experience
- Experience working with children
- Vulnerable sector check required

## FIRST AID

Accidents happen. Luckily our trained professionals who volunteer on the First Aid crew, make sure that medical attention is provided as needed, ensuring a safe and happy festival site!

### The Job:

- Administering first aid
- Assessment of condition and contacting ambulance, if required
- Prepare incident reports on all non-routine events

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Physical labour; includes heavy lifting
- Walking or standing for periods at a time
- Specialized medical training and certification in one of the following: Medical Doctor, Registered Nurse, Licensed Practical Nurse, Emergency Medical Technician/Paramedic



## GATE CREWS

The Gate Crews are responsible for managing Main Gate and Gate 2, and are generally the first volunteers patrons encounter when arriving at the park. These crews represent the beginning of a great festival!

### The Job:

- Taking tickets
- Applying wristbands
- Checking badges
- Will-call and ticket sales (Main gate only)
- Co-ordinating assistance for special needs patrons (Gate 2)
- Providing info and acting as ambassadors of the fest
- Program sales

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Walking or standing for periods at a time
- Cash-handling and ticket handling
- An attention to detail, ensuring that all tickets and passes are valid

## GOLF CART TEAM

Keep the onsite transport running smoothly!

### The Job:

- Maintaining the fest golf cart fleet (keeping them charged and at the ready)
- Shuttling performers around the site
- Assisting patrons with low mobility issues

### The Musts:

- Must be over 25 and present clean driver's abstract
- Physical labour; includes heavy lifting
- Working with the public; strong interpersonal skills
- Be ok sitting for periods of time

## GREEN TEAM

Help us keep our site beautiful and clean while getting exercise and taking in the fest!

### The Job:

- Pick up and dispose of refuse and recyclables
- Change garbage bags and trash receptacles
- Monitoring cleanliness of eating areas
- Monitoring toilet paper supplies

### The Musts:

- Walking or standing for periods at a time
- Team members assigned to golf carts must be 25 years of age or older and have a valid driver's licence with a clean driver's abstract



## INSTRUMENT LOCK-UP

It says it in the name - Locking up instruments is this crew's game.

### The Job:

- Responsible for tagging and storing instruments on site
- Maintaining a level of security in the lock up area
- Transporting artist's instruments to and from stages
- Working in a friendly and efficient manner

### The Musts:

- A minimum age 14 years of age
- Working with the public; strong interpersonal skills
- Physical labour; includes heavy lifting
- Ability to climb stairs up to 100 times per shift
- Drivers must be a minimum of 25 years and have a valid driver's licence with a clean driver's abstract

## KIDS ZONE

The Festival prides itself on being family friendly, and these volunteers are the ones that make it happen year after year! This crew organizes and supervises our popular family area.

### The Job:

- Plan, supervise and participate in crafts and games
- Ensure games are age-appropriate and that there is no overcrowding

### The Musts:

- A minimum of 16 years of age
- Working with the public; strong interpersonal skills
- Walking or standing for periods at a time

### Assets:

- Experience and training in crafts, and child care
- First Aid and CPR



## KITCHEN

Bon appetit! Keep hundreds of volunteers, performers, and special guests happy and fed. This amazing crew slices, dices, stirs and mixes its way to successful meals for all to enjoy.

### The Job:

- Setting up kitchen area
- Prepping food in advance of festival
- Preparation and service of food and drink during the festival

### The sub crews include:

- Beverages
- Commissary
- Dessert
- Main Course
- Salads

### The Musts:

- A minimum of 16 years of age
- Okay with food and beverage handling
- Physical labour; includes heavy lifting
- Walking or standing for periods at a time
- Be comfortable with repetitive work
- Cooking and hospitality experience is *not required* (but experience is an asset).

## MEDIA TEAM

Festival weekend always proves to be 'a buzz', with lots of media personnel trying to capture the action. The Media crew acts as the middleman, making sure all the magic is captured in an appropriate and controlled manner.

### The Job:

- Arrange individual interviews with media
- Help manage social media during the Festival
- Set up media area
- Answer questions about the Festival from media, performers and public

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Proficient in the use of technical devices & equipment
- Knowledge of Festival procedures and policies
- Background in media communications or public affairs



## MERCH TEAM

Who doesn't want to take home a little memorabilia? This crew helps our patrons get their hands on the yearly Folk Fest t-shirt or the album of their favourite artist!

### The Job:

- Set up merch tent displays
- Promote and sell merchandise within the merch tent
- Monitor stock and maintain related records
- Provide good customer service
- Operating the cash registers, credit card / debit machines
- Account for sales at end of shift
- Bag check
- Facilitate artist autograph sessions

### The Musts:

- A minimum of 13 years of age
- Working with the public; strong interpersonal skills
- Cash-handling
- Physical labour; includes heavy lifting
- Walking or standing for periods at a time

## PARKING AND TRAFFIC

Only certain authorized vehicles and local residents are permitted to drive into neighborhoods surrounding the fest. This crew ensures the regulation of this traffic.

### The Job:

- Direct traffic
- Answering questions
- Check for the appropriate parking and vehicle access into designated areas

### The Musts:

- Working with the public; strong interpersonal skills
- Walking or standing for periods at a time
- Attention to detail

## PARTY TEAM

Assist in organizing, setting up and running our street party on Thursday, August 15, as well as our volunteer after party on Saturday, August 17 (9:30pm-4:30am time commitment).

### The Job:

- Help organize and run our Thursday night kickoff concert and Saturday after party
- Run fundraising BBQ during Thur. concert
- Plan decor and decorate venues
- Coat Check
- Interact with volunteers & festival guests
- Working AFTER HOUR SHIFTS
- Light security

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Walking or standing for periods at a time
- Okay with food and beverage handling
- Cash-handling



## PERFORMER HOSPITALITY

This crew ensures that we live up to our reputation for amazing hospitality for performers and special guests.

### The Job:

- Setting up the hospitality area
- Ensuring performers and special guests feel well cared for, including occasional artist transport within the site
- Serving and maintaining food and beverage within the hospitality area
- Monitoring/securing entrance and exit of guests to hospitality area
- Answering general questions
- Making specific arrangements, when necessary
- Ability to identify guests and provide a welcoming environment
- Acting as an ambassador for the festival

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Okay with food and beverage handling
- Cash-handling
- Team members transporting artists must have a valid driver's licence with a clean driver's abstract
- Physical labour; includes heavy lifting
- Professionalism

## PHOTOGRAPHY

This crew is responsible for shooting our favourite festival moments so that we can relive them for years to come.

### The Job:

- Follow a designated schedule and capture photos before, during and after the fest
- Provide files with all high res images taken

### The Musts:

- A minimum age 18 years of age
- Working with the public; strong interpersonal skills
- Training and experience in photography
- Walking or standing for periods at a time
- Professionalism





## RADIO TEAM

This crew is responsible for supplying, maintaining and training volunteers for the use communication devices used during festival weekend.

### The Job:

- Set-up of site communication centre
- Receive and return of communications equipment
- Take inventory and label devices
- Instruct people on the proper use of radios
- Distribute radio channels
- Ensure all radios and spare batteries are charged and ready
- Ensure all equipment is signed in and out properly

### The Musts:

- A minimum of 18 years of age
- Proficient in the use of technical devices & equipment

## RAFFLE AND 50/50

This crew is in charge of the organization and distribution of the festival raffle and 50/50 tickets.

### The Job:

- Maintain control of the inventory of raffle tickets
- Sell raffle and 50/50 tickets to patrons at Raffle Tent and throughout the site
- Report running total for 50/50 income to production team
- Account for sales at end of shift

### The Musts:

- A minimum age 18 years of age
- Working with the public; strong interpersonal skills
- Cash-handling
- Walking or standing for periods at a time

## REGISTRATION ROOM

Our registration room volunteers greet performers when they arrive and ensure their weekend gets off to the right start

### The Job:

- Greeting performers and special guests and fielding general questions
- Organization and distribution of program books, t-shirts, and badges

### The Musts:

- Working with the public; strong interpersonal skills
- Attention to detail



## ROVING REFRESHMENTS

At the Folk Fest, our volunteers have each other's backs. This team is there to make sure that volunteers stay hydrated and comfortable.

### The Job:

- Make rounds of fest site and deliver beverages, snacks, meals, and other required items to and from crew members

### The Musts:

- Food and beverage handling
- Walking or standing for periods at a time
- Some lifting may be required

## SAFETY AND SECURITY

The goal of our security crews is to uphold the *Spirit of the Festival* - a safe environment that is friendly, music-driven, and relaxed, while also ensuring a high standard of professionalism. In short, no one person's experience should come at the cost of another's.

### The Job:

- Observing and reporting action on site
- Ensuring a safe festival environment

### Security areas include:

- Beer Garden - Maintains AGLC standards in the beer garden
- Roving - Monitors festival patrons and chair placement
- Main Stage - Secures backstage entrances and front of stage
- Music & Merch - Loss prevention in the merch tents
- Perimeter - Secures the fence line around the festival
- Session Stages – Secures the session stages during both operational and non-operational hours
- Volunteer Gate - Maintains the limited access festival entrances and conducts bag check

### The Musts:

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Walking or standing for periods at a time
- Ability to smile
- Be comfortable with conflict resolution
- Uphold a positive festival environment



## SHUTTLE TEAM

For those who love to drive. This crew is the first contact for our festival guests arriving by plane, and offers unique experience outside of the festival grounds!

### The Job:

- Operate a 12 passenger van
- Shuttle festival artists to and from airport, hotel and fest site
- Assist with travel items
- Interact with festival guests

### The Musts:

- A minimum of 25 years of age
- Have a valid driver's licence with a clean driver's abstract
- Ability to drive safely with potential distractions
- Physical labour; includes heavy lifting
- Working with the public; strong interpersonal skills
- Be ok sitting for periods of time

## SNACK SHACK

This team runs our festival's fabulous concession stand.

### The Job:

- Set up and teardown of concession area
- Customer service (selling hot and cold drinks as well as snacks to the public).
- Maintaining drink and popcorn supply throughout weekend
- Ensuring the adherence to: Health and Safety Regulations
- Tracking sales and supplying reports

### The Musts:

- Food and beverage handling
- Physical labour; includes heavy lifting
- A minimum age of 14

### Assets:

- Knowledge of Health and Safety Regulations

## STAGE CREW

This crew makes sure that everything is in its right place, so that the show can go on!

### The Job:

- Set up equipment and instruments including set changes
- Ensure basic hospitality (i.e. water) is provided

### The Musts:

- A minimum of 16 years of age
- Physical labour; includes heavy lifting

### Assets:

- Proficient in the use of technical devices & equipment



## VOLUNTEER TEAM

Our volunteer services crew is there for our volunteers throughout the weekend, checking them in, and providing them with a central hub and hospitality and support.

### **The Job:**

- Handling volunteer check-in
- Distribution of: T-shirts, badges and bracelets
- Assist with communication between crew regarding shifts
- Field general questions
- Coordinate with the Roving Refreshments to ensure that volunteers teams are taken care of
- Record comments / concerns / complaints from volunteers
- Providing runners for general fest needs

### **The Musts:**

- A minimum of 18 years of age
- Working with the public; strong interpersonal skills
- Attention to detail
- Runners must have a valid driver's licence and access to a vehicle