

# Volunteer Crew Descriptions

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## Beverage Areas

<b>Barn Pub – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days - Thursday to Sunday, and either a Wednesday set up shift OR a Monday tear down shift if not working Thursday; Some late night shifts required</b>
<b>Skills &amp; Requirements</b>	<b>Serving It Right Certification to serve alcohol; customer service experience; some physical strength required</b>
<b>Description</b>	<b>The <u>Barn Pub</u> crew is responsible for serving patrons drinks, maintaining cleanliness in the Barn Pub.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- <b>Serve alcohol (max 2 per person)</b></li> <li>- <b>Tear ALL drink tickets in 1/2 so they can't be picked up and used again</b></li> <li>- <b>Keep tables clean, fill out inventory at end of shift</b></li> <li>- <b>Run stock to the bar and clean up cans</b></li> <li>- <b>Collect cups, sort and bag cans, dump ashtrays, wipe tables and pick up garbage</b></li> </ul>
<b>Minimum Age</b>	<b>19</b>

<b>Barn Pub Cash – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days - Thursday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival, if not working Thursday; Some late night shifts required</b>
<b>Skills &amp; Requirements</b>	<b>Cash handling skills; customer service experience</b>
<b>Description</b>	<b>The <u>Barn Pub Cash</u> crew is responsible for selling drink tickets</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- <b>ID Patrons; Sell drink tickets</b></li> <li>- <b>Operate cash registers and/or handle cash in cash box</b></li> <li>- <b>Ensure tickets are in numerical order</b></li> </ul>
<b>Minimum Age</b>	<b>19</b>

<b>Beer Garden – 20 Hours</b>	
<b>Work Days</b>	Festival Days - Friday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival Some late night shifts required
<b>Skills &amp; Requirements</b>	Serving It Right Certification; customer service experience; physically fit and able to lift heavy items
<b>Description</b>	The Beer Garden crew is responsible for serving patrons, and maintaining cleanliness in the main beverage area.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Pour wine, beer, ciders and coolers</li> <li>- Serve alcohol (max 2 per person)</li> <li>- Tear ALL drink tickets in ½ so they can't be picked up and used again</li> <li>- Clear picnic tables of empty cups and dump ashtrays</li> <li>- Keep alcohol stocked at all times</li> <li>- 1 or 2 people will be assigned to take alcohol in and out of the reefer</li> <li>- Bag all refundable items for refund after the festival</li> </ul>
<b>Minimum Age</b>	19
<b>Beer Garden Cash – 16 Hours</b>	
<b>Work Days</b>	Festival Days; Friday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival
<b>Skills &amp; Requirements</b>	Intermediate cash handling skills, high level of professionalism
<b>Description</b>	The <u>Beer Garden Cash</u> crew is responsible and accountable to ensure fiscal control in the Beer Garden during the festival weekend.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Operate cash registers (training provided) and/or handle cash in cash box</li> <li>- Sell drink tickets</li> <li>- Ensure tickets are in numerical order</li> <li>- ID Patrons</li> </ul>
<b>Minimum Age</b>	19

<b>Wine Lounge – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days – Friday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Serving It Right Certificate; customer service experience; physically fit with ability to lift heavy items</b>
<b>Description</b>	<b>The <u>Wine Lounge</u> crew provides patrons with a great selection of wine. Organizes and assists with the scheduled wine tastings.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Open wine bottles</li> <li>- Serve wine in appropriate portions</li> <li>- Lift heavy boxes and ice</li> </ul>
<b>Minimum Age</b>	<b>19</b>

## Family Zone

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<b>Children’s Area – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days - Friday to Sunday and either a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Responsible; child minding experience; experience with arts and crafts</b>
<b>Description</b>	<b>The <u>Children’s Area</u> crew is responsible for creating a safe, fun and exciting environment.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Play games, face painting, and creating arts/crafts</li> <li>- Volunteers must be responsible to make sure children arriving with a parent(s) or guardian(s) do not leave by themselves</li> <li>- Keep area clean, tidy and organized</li> </ul>
<b>Minimum Age</b>	<b>14</b>

## Hospitality

<b>Artist Liaison – 16 Hours</b>	
<b>Work Days</b>	Festival Days – (Some Thursday shifts required); Friday to Sunday, Friday to Sunday and either a set up shift before the festival OR a tear down shift after the festival. <b>Must attend one pre-festival meeting</b>
<b>Skills &amp; Requirements</b>	Interview required; Head Supervisor approval of volunteer required; professionalism; customer service experience; clear communicator
<b>Description</b>	The <u>Artist Liaison</u> crew greets artists, maintains dressing rooms, and is responsible for artist hospitality.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Be professional and respectful “No Star Struck Fans”</li> <li>- Liaison with SAFMS staff, instrument lock-up, site transport, and performers/bands, to coordinate transportation to stages and green rooms</li> <li>- Liaison with stage crew to assist the artists</li> <li>- Set up dressing rooms, clean and replenish supplies</li> </ul>
<b>Minimum Age</b>	19

<b>Camping – 16 Hours</b>	
<b>Work Days</b>	Festival Days - Thursday to Sunday
<b>Skills &amp; Requirements</b>	Responsible; customer service experience; physically fit
<b>Description</b>	The <u>Camping</u> crew is responsible for creating and maintaining an efficient, safe, and clean camping environment.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Check-in campers</li> <li>- Remove refuse &amp; recycling from campsite throughout the event and after departure of campers</li> <li>- Check-in and assign sites and wrist bands to campers</li> <li>- Walk through site and respond to any arising issues</li> <li>- Tear down; remove &amp; roll fencing, remove &amp; stack layout sticks</li> </ul>
<b>Minimum Age</b>	16

*All crew details are subject to change*

## Information @ West Gate – 16 Hours

<b>Work Days</b>	<b>Festival Days – Thursday to Sunday</b>
<b>Skills &amp; Requirements</b>	<b>Customer service experience; professionalism; good knowledge of the Festival and the Shuswap area</b>
<b>Description</b>	<b>The <u>Information</u> crew will support all festival attendees by answering questions and providing direction. Facilitate the wristband exchange at the West Gate.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Be a festival ambassador and help create a positive festival environment</li> <li>- Stand out front of the gates and welcome patrons as they arrive</li> <li>- Inform patrons about festival chair height policy as they enter</li> <li>- Answer questions that patrons and/or volunteers may ask</li> <li>- Give patrons and/or volunteers directions as required</li> <li>- Exchange tickets for wristbands at West Gate</li> </ul>
<b>Minimum Age</b>	<b>16</b>

## Host – 16 Hours

<b>Work Days</b>	<b>Festival Days – (Some Thursday shifts required); Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Professional; approachable; ability to read passes carefully; ability to stand for long periods of time; excellent communication skills</b>
<b>Description</b>	<b>The <u>Host</u> crew creates a welcoming and safe environment for everyone. They assist where needed and provide support at entrances and exits.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Welcome patrons as they arrive and act as a festival ambassador</li> <li>- Ensure gate traffic flows smoothly</li> <li>- Inform patrons about festival chair height policy as they enter</li> <li>- Check for valid wristbands and check Festival ID nametags when needed</li> <li>- Maintain a presence to ensure a welcoming and safe environment</li> </ul>
<b>Minimum Age</b>	<b>14</b>

*All crew details are subject to change*

## Operations

<b>Backstage Decoration – 25 Hours</b>	
<b>Work Days</b>	Week before and after the festival; Some late night shifts required Must attend one pre-festival meeting
<b>Skills &amp; Requirements</b>	Interview required; Head Supervisor approval of volunteer required Physically fit; detail orientated
<b>Description</b>	The <u>Backstage Decoration</u> crew decorates the backstage and performer lounges in conjunction with Backstage Lounge requirements, and also decorates the Green Rooms in conjunction with Artist Liaison.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Move and clean furniture</li> <li>- Hang lighting</li> <li>- Ensure decoration correlates to festival theme</li> </ul>
<b>Minimum Age</b>	14

<b>Camping Set Up – 32 Hours</b>	
<b>Work Days</b>	Must be available for shifts from August 5 <sup>th</sup> to 15 <sup>th</sup> . Exact days will be determined prior to August; Festival days OFF
<b>Skills &amp; Requirements</b>	Responsible; physically fit with the ability to bend, walk and lift
<b>Description</b>	The <u>Camping Set Up</u> crew is responsible for setting up a safe camping environment.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Set up snow fencing</li> <li>- Pound stakes for camping layout</li> <li>- Label each campsite with a corresponding number</li> </ul>
<b>Minimum Age</b>	16

*All crew details are subject to change*

<b>Gardening Crew – 32 Hours</b>	
<b>Work Days</b>	Festival Days Watering ONLY - 32 Hours from May to August
<b>Skills &amp; Requirements</b>	Physically fit with ability to lift wheelbarrows; must be reliable
<b>Description</b>	The <u>Gardening Crew</u> members are responsible for planting and watering shifts up to the date of the festival and watering during the festival.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Weed the planters and prepare them for new flowers</li> <li>- Plant flowers into large planters</li> <li>- Water and maintain planters up to and throughout the festival</li> </ul>
<b>Minimum Age</b>	16

<b>Ice &amp; Water – 16 Hours</b>	
<b>Work Days</b>	Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival
<b>Skills &amp; Requirements</b>	Physically fit with ability to lift 50 pounds; valid drivers license
<b>Description</b>	The <u>Ice &amp; Water</u> crew is responsible for storing and delivering much needed ice and water to various locations on site.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Deliver water stations to all areas during set up</li> <li>- Inventory &amp; deliver ice &amp; water</li> <li>- Inventory &amp; clean area during tear down</li> </ul>
<b>Minimum Age</b>	16



<b>Infrastructure – 32 Hours</b>	
<b>Work Days</b>	Hours are split between the week before and the week after the festival; Festival days OFF
<b>Skills &amp; Requirements</b>	Physically fit with ability to lift a minimum of 30 lbs; carpentry skills or equipment operating and stage craft experience is an asset
<b>Description</b>	The <u>Infrastructure</u> crew members are responsible for helping set up and tear down the festival site.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Set up/tear down tents</li> <li>- Distribute tables and chairs</li> <li>- Attach shade cloth to fences</li> <li>- Help with various tasks as required</li> </ul>
<b>Minimum Age</b>	16

<b>Instrument Lock Up – 16 Hours</b>	
<b>Work Days</b>	Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival
<b>Skills &amp; Requirements</b>	Physically fit with ability to lift heavy instruments; professionalism
<b>Description</b>	The <u>Instrument Lock Up</u> crew members are responsible for tagging and storing the performer's instruments on site and maintaining a high level of security in the lock-up area; always friendly and efficient.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Tag instruments</li> <li>- Maintain an organized system in storage lock-up area</li> <li>- Assist artists with storage of belongings</li> </ul>
<b>Minimum Age</b>	19

## Parking – 16 Hours

<b>Work Days</b>	<b>Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Customer service and cash handling experience; flagging experience an asset</b>
<b>Description</b>	<b>The <u>Parking</u> crew is responsible for giving direction to parking patrons and collecting the parking fee.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Monitor pay parking &amp; volunteer parking lot</li> <li>- Collect parking fees</li> <li>- Ensure parked cars have the required parking passes displayed</li> <li>- Set up barriers and parking signs on surrounding streets if needed and lot set up</li> <li>- Clean up of the parking lot layout and trash</li> </ul>
<b>Minimum Age</b>	<b>16</b>

## Site Transport – 16 Hours

<b>Work Days</b>	<b>Festival Days – Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Must hold a valid drivers license and be at least 25 years old to be a vehicle operator; experience operating equipment; confident driving various vehicles; physically fit with ability to lift heavy items; two-way radio experience</b>
<b>Description</b>	<b>The <u>Site Transport</u> crew transports equipment, instruments, supplies and people between stages and to all locations throughout the site.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Transport furniture, sound equipment, food, and supplies</li> <li>- Provide a courtesy shuttle for mobility challenged patrons, parents with kids</li> </ul>
<b>Minimum Age</b>	<b>19</b>

<b>Stage Crew – TBD by Stage Manager</b>	
<b>Work Days</b>	Festival Days – Thursday to Sunday with shifts scheduled accordingly to stage needs; some late nights required
<b>Skills &amp; Requirements</b>	Sound equipment knowledge, able to lift 50lbs; stage plot experience is an asset
<b>Description</b>	The <u>Stage Crew</u> assists with various duties requested by the Stage Manager.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Stage preparation</li> <li>- Music equipment set up and tear down</li> <li>- Ability to lift heavy equipment</li> </ul>
<b>Minimum Age</b>	16

## Sales

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<b>Merchandise – 16 Hours</b>	
<b>Work Days</b>	Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival
<b>Skills &amp; Requirements</b>	Cash register experience; sales/customer service experience; detail oriented
<b>Description</b>	The <u>Merchandise</u> crew is responsible for sales of Salmon Arm Folk Music Society’s merchandise during the Festival weekend. Volunteers must maintain accurate records at all times.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Operate cash registers and P.O.S. machines</li> <li>- Promote and sell merchandise within the store</li> <li>- Monitor merchandise stock</li> </ul>
<b>Minimum Age</b>	16

*All crew details are subject to change*

## Festival Administration

<b>Administration – 16 Hours</b>	
<b>Work Days</b>	Festival Days - Thursday to Sunday and a set up shift before the festival OR a tear down shift after the festival; some late night shifts required <b>Must attend one pre-festival meeting</b>
<b>Skills &amp; Requirements</b>	<b>Must be a returning volunteer with references available</b> Criminal Record Check if required Exceptional cash handling skills; computer skills; professionalism
<b>Description</b>	The Administration crew is responsible and accountable for accounting procedures and fiscal control during the Festival weekend.
<b>Tasks</b>	Act as Festival Bank Organize and create cash floats Record/reconcile sealed cash skims from the Deposit Runners Replenish depleting cash/coinage
<b>Minimum Age</b>	19

<b>Box Office – 16 Hours</b>	
<b>Work Days</b>	Festival Days - Thursday to Sunday
<b>Skills &amp; Requirements</b>	Advanced cash handling skills; cash register experience; customer service experience
<b>Description</b>	The <b>Box Office</b> crew is responsible for selling tickets and wrist banding patrons either in the box office or at will-call.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Sell tickets and festival programs</li> <li>- Secure wrist bands to patrons accordingly</li> <li>- Represent the festival in a friendly and professional manner</li> <li>- Keep box office clean and organized</li> <li>- Closing crew must clean up the box office area for morning crew</li> <li>- Hand out Media/Sponsorship packages</li> </ul>
<b>Minimum Age</b>	19

*All crew details are subject to change*

<b>Logistics – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days - (Some Thursday shifts required) Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Must be a returning volunteer with references available Criminal Record Check if required; computer skills; professionalism Exceptional cash handling skills</b>
<b>Description</b>	<b><u>Logistics</u> crew members are responsible for counting cash and delivering floats.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Deliver floats</li> <li>- Make cash skims throughout the day</li> <li>- Assist with counting/balancing cash</li> </ul>
<b>Minimum Age</b>	<b>19</b>

## Safety

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<b>First Aid – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Physically fit; valid First Aid Certificate or professional certification</b>
<b>Description</b>	<b>The <u>First Aid</u> attendants are responsible for administering aid to anyone who requires it.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Treat anyone accordingly who requires First Aid</li> <li>- In a rare situation, you may be required to stabilize someone with a critical injury and monitor that person until an ambulance arrives</li> </ul>
<b>Minimum Age</b>	<b>19</b>

## Volunteer Services

<b>Volunteer Services &amp; Guest Information – 16 Hours</b>	
<b>Work Days</b>	Festival Days – Thursday to Sunday
<b>Skills &amp; Requirements</b>	Customer service experience; professionalism; good knowledge of the Festival and the Shuswap area
<b>Description</b>	The <u>Volunteer Centre</u> crew will process, organize, and support the volunteers. Answer questions that patrons OR volunteers may ask. Give patrons and/or volunteers directions accordingly.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Organize t-shirts, ID nametags</li> <li>- Provide information to volunteers and patrons</li> <li>- Hand out t-shirts, ID nametag, parking pass to volunteers</li> <li>- Secure wristbands on volunteers for their first day</li> <li>- Act as a festival ambassador and provide support to patrons accordingly</li> <li>- Inform patrons about festival chair height policy as they enter</li> </ul>
<b>Minimum Age</b>	16

<b>Volunteer Kiosk – 16 Hours</b>	
<b>Work Days</b>	Festival Days – Friday to Sunday and one shift set up before the festival OR one tear down shift after the festival
<b>Skills &amp; Requirements</b>	Customer service experience; Food Safe Certificate preferred but not required; detail oriented
<b>Description</b>	The <u>Volunteer Kiosk</u> crew provides volunteers with their meal vouchers for each shift worked.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Check ID nametags and keep track of volunteers collecting their vouchers</li> <li>- Keep organized and accurate records</li> <li>- Assist in the Volunteer Lounge if required</li> </ul>
<b>Minimum Age</b>	16

*All crew details are subject to change*

<b>Volunteer Lounge – 16 Hours</b>	
<b>Work Days</b>	<b>Festival Days – Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival</b>
<b>Skills &amp; Requirements</b>	<b>Food Safe Certificate preferred; customer service experience; food preparation experience</b>
<b>Description</b>	<b>The <u>Volunteer Lounge</u> crew serves food and non-alcoholic beverages to volunteers.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Assist with set up or tear down including cleaning of areas</li> <li>- Greet volunteers – help them feel welcome</li> <li>- Serve bunwiches on Friday</li> <li>- Serve snacks and drinks to volunteers</li> <li>- Cut vegetables and fruit/other food preparation</li> <li>- Ensure kitchen area, lounge bathroom, and the lounge itself are always clean and tidy</li> <li>- Fulfill all Interior Health requirements and follow guidelines</li> </ul>
<b>Minimum Age</b>	<b>16</b>

<b>Volunteer Party – 16 Hours</b>	
<b>Work Days</b>	<b>Sunday Evening to Late; Set up before the festival AND one tear down shift on Monday after the festival; MUST be available SUNDAY NIGHT and MONDAY MORNING</b>
<b>Skills &amp; Requirements</b>	<b>Customer service experience; Serving It Right Certificate; detail oriented; able to stay up late</b>
<b>Description</b>	<b>The <u>Volunteer Party</u> crew provides volunteers with the epic volunteer after party.</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>- Set up and decorate for the party</li> <li>- Serve alcohol (max 2 per person)</li> <li>- All drink tickets must be torn in ½ so they can't be picked up and used again</li> <li>- Manage food stock</li> <li>- Keep bar stocked</li> <li>- Keep area tidy at all times, wipe tables and pick up garbage</li> <li>- Help tear down after the party</li> </ul>
<b>Minimum Age</b>	<b>19</b>

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