



## ReggaeFest 2016 Volunteer Job Descriptions

### GREEN TEAM - EDUCATOR AND CREW

**ReggaeFest is going Green! Be part of a team that makes a difference for the environment. Help promote and educate the public about our green initiatives.**

Requirements:

- Attend pre-festival volunteer orientation and training

**NEW!**

#### Green Educator:

- Will be stationed at bin locations around the festival
- Educate public about proper disposal of their waste, recyclables, and compostable material at our waste stations that have been provided by the City of Calgary.
- Ensuring that the bins do not overfill (if they do, contact your Crew Leader)
- Ensure that the proper material is going into the right bin

#### Green Crew:

- Ensure that the festival's green spaces are free of waste
- Help change bins once they are full and replace them with empty bins located near the roll-off
- Sort through and ensure the right materials are in each bin

Supervision: Green Team Crew Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday – Afternoon	3:30 PM – 7:30 PM	6
Friday – Night	7:30 PM – 10:30 PM	6
Saturday – Morning	11:30 AM – 4:00 PM	8
Saturday – Evening	4:00 PM – 8:00 PM	8
Saturday – Night	8:00 PM – 11:00 PM	8

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### BEER GARDEN HOST/HOUSTESS

**Do you enjoy and take pride in creating the best beer garden atmosphere and experience for our guests? This crew is for you!**

**Note. No alcohol consumption while on volunteer duty.**

#### Requirements:

- Must be 18 years and over
- Photo ID - must show proof of age
- Pro-Serve Accredited is ideal
- Attend mandatory AGLC training (if not Pro-Serve Accredited)
- Attend pre-festival volunteer orientation

#### Main Duties:

- Collect beer tickets
- Serve drinks (Draft System)
- Wipe tables, clean up spills and ensure cleanliness of area
- Collect empty bottles and cans for recycling/donation
- Keep track of supplies going to VIP Area and Green Room
- Provide general security and report any incidents of concern

Supervision: Beer Garden Crew Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday - Evening	3:00 PM – 8:00 PM	4
Friday - Night	5:30 PM – 10:30 PM	8
Saturday - Morning	11:00 AM – 3:00 PM	4
Saturday – Afternoon	1:30 PM – 6:00 PM	6
Saturday – Evening	6:00 PM – 10:30 PM	10

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### ARTISTE DRIVERS/TRANSPORTATION

You will provide the best experience for our Artistes from the moment they arrive our city by driving them to and from the airport; where ever they need to be and on time. Excellent driving record and knowledge of city is ideal. You will also be flexible on your shift times as last minute requests may be needed for the special Artistes.

#### Requirements:

- Must be 25 years and over
- Photo ID - must provide copy of valid Driver's License
- Attend pre-festival volunteer orientation

#### Main Duties:

- Artiste Transportation
  - Pick up/drop off at airport
  - Transport to and from venue/hotel on the day of the festival
  - Other transportation as required
- Pick up and drop off rental vans
- Ensure vans are returned to the proper location in the hotel parking area

Supervisor: Driver/Transportation Crew Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday	Variable Shift Times	3
Saturday – Morning	10:30 AM – 3:30 PM	3
Saturday – Evening	2:45 PM – 7:15 PM	3
Saturday - Night	7:00 PM – 11:30 PM	3

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### FRONT GATE

**Are you outgoing, friendly and service-oriented? Being the first face of the Festival, you will ensure our guests feel welcome from the moment they enter the park.**

#### Requirements:

- Attend pre-festival volunteer orientation and training

#### Main Duties:

- Greet and welcome people
- Take tickets & collect stubs or scan tickets
- Place wristbands on all persons entering the park
- Assist with providing directions or direct to information booth
- Assist with teardown on Saturday night after the Front Gate closes

Supervisor: Front Gate Crew Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday - Evening	4:00 PM – 9:00 PM	4
Saturday – Afternoon	11:45 AM – 4:45 PM	4
Saturday – Evening	4:30 PM – 9:30 PM	4

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### GREEN ROOM HOST/HOSTESS

**Is guest hospitality and service right up your alley? Do you have an out-going personality, great people skills and enjoy working in a fast-paced, high-energy environment? The Green Room is where all of the Artists' socialize and relax before and after their performances.**

**Note. No alcohol consumption while on volunteer duty.**

#### Requirements:

- Must be 21 years and over
- Photo ID - must show proof of age
- Pro-Serve Accredited is ideal
- Attend mandatory AGLC training (if not Pro-Serve Accredited)
- Attend pre-festival volunteer orientation
- Ability to stand for majority of shift and lift 5 to 15 lbs

#### Main Duties:

- Ensure artistes/guest needs are met
- Monitor artistes/guest access to Green Room; advise Crew Coordinator of any security concerns
- Set up tables, chairs, hand wash station, water cooler, stock coolers and fridge
- Unload cargo vehicles with all the supplies for the day
- Decorate, set up tablecloths and various promotional signage
- Make runs to the beer gardens for more ice and beer as needed
- All shifts include positions for bartending, snack food service, clearing tables, and maintaining general cleanliness and recycling
- Evening shift requires help with tear down and pack up of left over food, beverages and supplies

Supervision: Green Room Crew Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday – Evening	3:00 PM – 6:30 PM	4
Friday – Night	6:30 PM – 10:00 PM	4
Saturday – Morning	11:00 AM – 3:00 PM	6
Saturday – Afternoon	3:00 PM – 7:00 PM	6
Saturday – Night	7:00 PM – 11:00 PM	6

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### INFORMATION TABLE / RAFFLE TICKET SELLERS

**Be the go to place for information and guide Festival guests to where they need to go. Your position may be at the Information Tent or on the grounds selling Raffle Tickets. You will have experience handling cash and like to balance your float at the end of your shift!**

#### Requirements:

- Attend pre-festival volunteer orientation and training
- Ability to stand/walk for majority of shift and lift/carry 5 to 15 lbs.
- Experience with handling cash

#### Main Duties:

**FRIDAY** (you may be involved in one or more of the following activities)

- Pre-selling tickets for Saturdays events
- Provide festival information and direction within the site
- Monitor lost and found/deal with lost persons; work with Security Lead
- Sell raffle tickets at the volunteer tent or on the grounds; balance cash

**SATURDAY** (you may be involved in one or more of the following activities)

- Provide festival information and directions within the site (Kids Area, ATM)
- Monitor lost and found/deal with lost persons; work with Security Lead
- Sell raffle tickets at the volunteer tent or on the grounds; balance cash
- Display prizes and coordinate winners for announcement

Supervision: Information/Raffle Ticket Crew Coordinator and Security Lead

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Information Tent Volunteers	Raffle Ticket Volunteers
Friday – Evening	4:30 PM – 9:30 PM	2	2
Saturday – Afternoon	Noon - 4:00 or 5:00 PM	2	2
Saturday – Evening	4:00 or 5:00 - 8:00 or 10:00 PM	2	2

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### KIDZ ZONE

**If working with children and playing is something you love doing, then this is the crew for you! Saturday only from 12:00 - 7:00 pm.**

#### Requirements:

- Minimum 16 years and older
- Attend pre-festival volunteer orientation and training

#### Main Duties Include:

- Encourage and greet children with parent stop the kids zone
- Prepare craft packages
- Assist with crafts and sports, helping younger children as needed
- Keeping a watchful eye on children and reminding parents to not leave children unattended
- Clean up and tear down as needed

Supervision: Kidz Zone Crew Coordinator

#### Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Saturday – Morning	11:30 AM – 3:30 PM	2
Saturday – Afternoon	3:30 PM – 7:30 PM	2

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### RUNNERS / FLOATERS

You will enjoy working in a variety of areas and be flexible to help where needed and on a moments notice. This crew needs a variety of volunteers to help out where needed so feel free to sign up and we will find a place for you!

#### Requirements:

- Must be 18 years and over
- Photo ID/valid Drivers' License - must show proof of age
- Able to lift heavy items, about 20 lbs or more

#### Main Duties Include:

- Miscellaneous duties where required
- Must be flexible to work where needed
- Duties may include lifting and/or driving

Supervision: As Assigned

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday – Evening	5:30 PM – 9:00 PM	4
Friday – Night	7:00 PM – 10:00 PM	4
Saturday – Morning	11:00 AM – 3:00 PM	4
Saturday – Afternoon	3:00 PM – 7:00 PM	4
Saturday – Night	7:00 PM – 11:00 PM	4

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.





## ReggaeFest 2016 Volunteer Job Descriptions

### SITE OPERATIONS - GENERAL SERVICES / GOLF CART OPERATIONS

**Work behind the scenes to ensure everything is running smoothly and is ready on time.**

Requirements:

- Must be 18 years and over
- Photo ID/valid Drivers' License - must show proof of age
- Able to lift heavy items, about 20 lbs or more
- Able to follow directions and work in a fast-paced environment

#### General Services Crew:

- Provide support setting up tables, chairs, banners, etc on the day prior to the festival, during and after with tear down (includes food vendors, merchandise and as needed)
- Parking lot assistance by directing vendors to drop-off area

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Thursday – Afternoon	2:00 PM – 6:00 PM	2
Friday – Morning	10:00 AM – 2:00 PM	2

#### Golf Cart Operations Crew:

- Assist vendors (food and merchandise), Artistes/performers and ReggaeFest Coordinators by transporting items between the parking lot and assigned location/tent
- Duties will include lifting heavy items, mainly loading/unloading golf cart

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday – Morning	10:00 AM – 2:00 PM	2
Friday – Afternoon	2:00 PM – 4:00 PM	2
Friday – Evening	4:00 PM – 8:00 PM	1
Friday – Night	8:30 PM – 10:30 PM	1
Saturday – Morning	10:00 AM – 2:00 PM	2
Saturday – Afternoon	Noon – 4:00 PM	2
Saturday – Evening	4:00 PM – 8:00 PM	2
Saturday – Night	7:00 PM – 11:00 PM	2

Supervision: Site Operations Crew Coordinator

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### SITE SAFETY / SECURITY

You enjoy working with a crew of responsible people who see the safety and wellbeing of our Festival guests, Artistes and volunteers as the highest priority. You are an ambassador for the Festival in everything you do! Smile and chat with the folks that you meet.

#### Requirements:

- Must be 21 years and over
- Photo ID - must show proof of age
- Attend pre-festival volunteer orientation and training
- Able to stand/walk for majority of shift

#### Main Duties Include:

- Ensure a safe and enjoyable atmosphere for all Festival guests, Artistes and volunteers
- Assist Security Staff and Calgary Police Service by monitoring activities on the Festival site
- Monitor perimeter of park, front gate, beer garden or backstage as assigned by the Security Lead
- Report any and all unacceptable behaviour to the Security Coordinator who will then work with the Security Staff and Calgary Police Services to address and resolve

Supervision: Site Safety/Security Crew Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Friday – Evening	3:00 PM – 7:00	8
Friday – Night	6:30 PM – 10:30 PM	8
Saturday – Afternoon	Noon – 3:30 PM	10
Saturday – Evening	3:30 PM – 7:00 PM	10
Saturday – Night	7:00 PM – 10:30 PM	10

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### THE STAGE

**Work behind the scenes to ensure Festival performances are running smoothly and on time.**

#### Requirements:

- Must be 18 years and over
- Photo ID/valid Drivers' License - must show proof of age
- Able to lift heavy items, about 20 lbs or more
- Able to follow directions and work in a fast-paced environment

#### Main Duties:

- Set changes between performers
- Stage plot set up/move equipment
- Assist Security Crew; provide security in backstage area and keep an eye on equipment

Supervision: Stage Crew Coordinator

#### Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Saturday – Afternoon	12:00 PM – 3:00 PM	2
Saturday – Evening	3:00 PM – 6:00 PM	2
Saturday - Night	6:00 PM - 10:00 PM	2

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### V.I.P. HOST/HOSTESS

**You are the ultimate host/hostess to our V.I.P list, sponsors and special guests by providing a relaxing atmosphere from a prime location on the grounds. You are outgoing, service-oriented and enjoy working in a fast-paced, high-energy environment.**

**Note. No alcohol consumption while on volunteer duty.**

Requirements:

- Must be 21 years and over
- Photo ID - must show proof of age
- Pro-Serve Accredited is ideal
- Attend mandatory AGLC training (if not Pro-Serve Accredited)
- Attend pre-festival volunteer orientation
- Ability to stand for majority of shift and lift 5 to 15 lbs

Main Duties include but are not limited to:

- Monitoring access and making sure V.I.Ps are greeted and welcomed to the area
- Bartending, food service, clearing tables and maintaining cleanliness and tidiness of the area
- Help unload carts when they deliver supplies
- May include some tear down duties at the end of the Festival

Supervision: V.I.P. Crew Coordinator

Hosts/Hostesses - Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Volunteers
Saturday – Afternoon	12:30 PM – 4:30 PM	1
Saturday – Evening	4:00 PM – 8:00 PM	1

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.



## ReggaeFest 2016 Volunteer Job Descriptions

### VOLUNTEER HUB – CHECK-IN AND HOST/HOSTESS

**You love working with people, especially our Volunteers! This crew will appeal to you if you enjoy greeting our volunteers and helping them get organized and ready for their shift. You will provide a comfortable and clean place for volunteers to relax before or after their shift.**

#### Requirements:

- Attend pre-festival volunteer orientation and training

#### Check-In:

- Check in volunteers as they arrive
- Hand out t-shirt and wristband
- Answer questions and direct Volunteers to their work area/meeting place

#### Host / Hostess:

- Ensure only volunteers are in this area
- Ensure adequate stock of supplies
- Ensure cleanliness and overall tidiness of the area
- Create a welcome and relaxing environment for your fellow Volunteers

Supervision: Volunteer Coordinator

Sample Shift Times & Number of Volunteer Positions

Shift	Approximate Time	Check-in Volunteers	Host/Hostess Volunteers
Friday – Afternoon	12:00 PM – 4:00 PM	1	0
Friday – Evening	4:00 PM - 8:00 PM	2	1
Saturday – Afternoon	12:00 PM – 4:30 PM	2	1
Saturday – Evening	4:30 PM – 9:00 PM	2	1

**Mission Statement:** As a Society (Calgary Reggae Festival Society), we are committed to the promotion of local, regional and national awareness of Reggae Music in Canada.