

## Guelph Jazz Festival Volunteer Crews – Roles & Responsibilities

Crew	Description of Tasks & Responsibilities
<b>Beverage</b>	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:</i> <ul style="list-style-type: none"> <li>• Must be 19 years of age or older</li> <li>• Must have Smart Serve training</li> <li>• Must be friendly and diplomatic, and work well under pressure</li> <li>• Will attend a mandatory orientation and training session in August</li> </ul>
<b>Box Office</b>	Responsible for selling concert tickets/passes at the door. Must be comfortable working with and being accountable for money (ideally, have some cash/sales experience).
<b>Colloquium Catering</b>	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 course and cooking experience are assets.
<b>Distribution</b>	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.
<b>Front of House</b>	Responsible for taking tickets, checking passes, distributing Festival programs, taking a head count of 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.
<b>Artist Hospitality</b>	Responsible for ensuring that all needs (except technical) of the artists are met. Artist Hospitality volunteers fall into two main categories. <i>Driving Volunteers:</i> <ul style="list-style-type: none"> <li>• Are responsible for shuttling artists around town in Festival vans.</li> <li>• Must be 25 years of age or older, have a drivers license and a clean driving record</li> <li>• Must have excellent time management skills and be able to follow a tight schedule</li> </ul> <i>Green Room Volunteers:</i> <ul style="list-style-type: none"> <li>• Are responsible for managing "backstage" areas, complete with complimentary food and beverages for artists</li> <li>• Must be 19 years of age or older</li> <li>• Ideally, have hospitality and/or food service experience</li> </ul>
<b>Membership</b>	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. Requires great communication and sales skills, and, ideally, background knowledge of the Festival.

<b>Merchandise Sales</b>	Responsible for selling Festival merchandise (Festival CDs, artist CDs and books, Festival t-shirts) at all Festival events, including the Jazz Tent and the Colloquium. <i>Merchandise Volunteers:</i> <ul style="list-style-type: none"> <li>• Must have enthusiasm for music and be able to actively sell</li> <li>• Must work well under pressure</li> <li>• Must be comfortable working with and being accountable for money (ideally, have some sales/cash experience)</li> <li>• Will attend a mandatory orientation and training session in August</li> </ul>
<b>Office</b>	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. <b>Please note you must be available during regular business hours (Monday to Friday, 9am – 5pm).</b>
<b>Production</b>	Work under the direction of the Technical Director and 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.
<b>Raffle</b>	Responsible for selling raffle tickets to patrons and guests at the Saturday Jazz Tent. Must be outgoing and a confident salesperson. Must be comfortable working with and being accountable for money.
<b>Site</b>	Report to the Site Coordinator at an assigned venue. Responsible for assisting with various, unspecified tasks in all areas of the Festival – i.e., loading/unloading equipment, security, doing coffee ‘runs’, providing support for other volunteer crews, etc. This is a very important crew because extra hands and bodies are always needed! Must be flexible and have great “people” skills.
<b>Stage</b>	Work closely with the Stage Manager. Function as a liaison between artists, technical staff and Site Coordinators. Assist in directing artists and personnel to house lighting, phones, washrooms, first aid kits, instrument storage, dressing rooms, loading doors, and venue staff as necessary. You must be flexible and prepared to assist artists in any way which will promote a successful event. You must also be assertive and prepared to demonstrate authority in representing the interests of the Festival. Requires excellent “people” skills, patience and ability to assume a significant level of responsibility.
<b>Tent</b>	Report to the Tent Co-Coordinator. Divided into a number of sub-crews and shifts. <b>Set-Up:</b> Responsible for setting up large and small tents, road blocks, fencing, tables and chairs, etc. Must be available early Saturday morning and must be prepared to get your hands dirty! <b>Security/Site:</b> Because the tent is outside and licensed, these volunteers are required to ensure that no beer leaves the fenced-in area and that there are no problems arising from the serving of alcohol. Will also be required to ‘spot-clean’ the tent (e.g. empty/sort garbage and recyclables) to ensure that the venue is kept clean and safe. <b>Note: Must be 19 years of age or older to volunteer on the security sub-crew.</b> <b>Teardown:</b> Responsible for 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!