



# CityFolk

## VOLUNTEER ADMIN

This crew assists each department with any request or inquiries they may have during the festival! Volunteers are responsible for general administrative duties, such as answering telephones, responding to festival-related questions and managing the festival Lost & Found.

<p><b>Duties:</b></p> <ul style="list-style-type: none"><li>● Provide initial information to media, sponsors and patrons with specific entrance requirements</li><li>● Collect and log Lost &amp; Found Items</li><li>● Answer the Festival Information Line to answer questions to the public</li><li>● Help problem-solve various issues, and keeps a log of the solutions</li><li>● Distribute and manage Crew Leader Radios and Crew Leader mail boxes</li></ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"><li>● Must be <b>18 years of age or over</b></li><li>● <a href="#">Accessibility Standards Customer Service Training</a></li><li>● Flexible and energetic</li><li>● Must work efficiently with a partner, with or without direct supervision</li><li>● Must have a clear understanding of the site layout</li><li>● Willing to stand for long periods of time and work in all types of weather</li><li>● Should have a clear understanding of all things festival-related</li><li>● Should feel comfortable answering challenging questions</li></ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"><li>● Strong customer service skills</li><li>● Effective communication skills</li><li>● Excellent interpersonal skills</li><li>● Strong sense of direction</li></ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"><li>● Knowledge of performers</li><li>● Detailed knowledge of CityFolk</li><li>● Bilingualism</li></ul>