



# CityFolk

## WELCOME CENTRE

This crew of experienced CityFolk volunteers acts as the ‘welcome, info booth and refreshment’ location for all festival volunteers. The crew answers volunteer-specific questions, helps connect volunteers with their Crew Leaders, provides a bag check for the volunteer team, and collaborates with the Volunteer Café team to provide refreshments for all volunteers

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• Greet volunteers</li> <li>• Provide information &amp; assistance</li> <li>• Answer questions</li> <li>• Display &amp; hand out CityFolk volunteer information</li> <li>• Tag bags &amp; provide claim chits to volunteers</li> <li>• Position bags in the appropriate area</li> <li>• Return bags to volunteers upon presentation of claim chits</li> <li>• Ensure availability of hot &amp; cold beverages as needed for volunteers</li> <li>• Ensure availability of snacks and sandwiches for volunteers</li> <li>• Ensure cleanliness of food service equipment &amp; serving area</li> <li>• </li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• Must be <b>14 years of age or over</b></li> <li>• <a href="#">Accessibility Standards Customer Service Training</a></li> <li>• This position requires individuals to be energetic, enthusiastic with a genuine joy of working and speaking with a diversity of volunteers</li> <li>• Must work efficiently with little supervision</li> <li>• Must be able to learn new tasks quickly</li> <li>• Willing to work in all types of weather</li> <li>• Willing to stand for long periods of time</li> <li>• Some lifting may be required (water cooler, drink cases, boxes, etc.)</li> <li>• Must be willing to take initiative and be proactive</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Exceptional attention to detail</li> <li>• Effective communication skills</li> <li>• Excellent interpersonal skills</li> <li>• Adept at learning new tasks quickly</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>• Bilingualism</li> </ul>

 This is a wheelchair-accessible position