



CityFolk

TABLET SUPPORT TEAM

Are you savvy with finicky tablets and ready to jump in and support our Beverage Services and Customer Care teams with your skills? If so, join the Volunteer Tablet Support Team. With a cashless festival, we are looking for ground support to keep our teams functioning confidently!

Volunteers will help our Tablet Specialists set up, maintain, and take down point of sale and volunteer management tablets throughout the festival site, as well as troubleshoot basic connectivity issues. Training will be provided. This team will work symbiotically with other volunteer teams and are encouraged to lend a hand with other tasks if required. This is your chance to see and work with the technology that provides the backbone to our festival!

<p>Duties:</p> <ul style="list-style-type: none"> ● Setup/support tablet POS equipment ● Troubleshoot, staff support and general technical support for tablets including beverage sales, festival merchandise and volunteer check-in ● Assist the Beverage Services and Customer Care teams with their tasks, when and where possible, within your assigned area each shift 	<p>Requirements:</p> <ul style="list-style-type: none"> ● Must be 18 years of age or over ● Accessibility Standards Customer Service Training ● Above-average computer skills & a good knowledge of communications technology ● Capable of performing physical tasks (e.g. loading & unloading tablets & moving equipment) ● Willing to stand for long periods of time ● Willing to work in all types of weather
<p>Skills:</p> <ul style="list-style-type: none"> ● Computer experience and knowledge ● Work with minimal supervision in a fast-paced environment ● Learn new tasks quickly and efficiently ● Detail-oriented ● Effective communication skills 	<p>Assets:</p> <ul style="list-style-type: none"> ● Familiar with Tablets and Point-of-Sale systems

Special Details:

- Must sign confidentiality agreement

 This is a wheelchair-accessible position.