



# CityFolk

## INFO BOOTH & ACCESSIBILITY

As a member of the Customer Support team, you'll be a welcoming presence and helpful guide for festival patrons. This role blends strong communication, event knowledge, and a passion for great service to ensure a smooth, enjoyable experience for all guests. From providing extra site assistance, to providing site information, you'll help festival-goers feel supported every step of the way.

**InfoBooth:** Do you consider yourself a festival guru, who has attended the festival and feels like they know everything about the ins and outs? If so, consider joining our Info Booth team and help festival-goers with any and all questions, directions, comments, and concerns.

**Accessibility:** A-Team is a team of volunteers who supports the festival's accessibility policies by helping out volunteers and patrons with accessibility issues around and across our festival grounds.

<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>● Answer questions about Bluesfest, the layout, schedule changes, where things are like the stages, food vendors, special seating areas, beer tents, washrooms, etc.</li> <li>● Provide information &amp; directions to patrons entering the festival site, as required</li> <li>● Support volunteers &amp; patrons who have physical disabilities to get from point A to point B on the festival site</li> <li>● Provide details on the best routes to access certain areas of the site</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● Must be 15 years of age or over</li> <li>● Accessibility Standards Customer Service Training</li> <li>● This position requires individuals to be flexible &amp; 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</li> <li>● Willing to 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> <li>● Willing to complete a Vulnerable Sector Police Record check (for accessibility shifts only)</li> </ul>
<p><b>Required Skills:</b></p> <ul style="list-style-type: none"> <li>● Excellent customer service skills with a friendly and approachable demeanour.</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● Previous customer service experience is a plus.</li> <li>● Bilingualism is an asset in connecting with diverse patrons.</li> </ul>

 This is a wheelchair-accessible position.



# *CityFolk*

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| <ul style="list-style-type: none"><li>• Effective communication skills to interact with guests, team members, and others.</li><li>• Strong sense of direction</li></ul> | <ul style="list-style-type: none"><li>• Familiarity with working in event or festival environments.</li><li>• Knowledge of Performers.</li></ul> |
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