

# Waterfront Festival 2008

## OLS Volunteer Program

### Volunteer Job Descriptions

- All volunteers receive a full weekend pass. (must work 8 hours to qualify).
- All volunteers receive a volunteer T-shirt, provided by volunteer program sponsor, OLS
- All volunteers receive one meal per shift
- All volunteers receive a certificate of recognition.
- All volunteers receive an invitation to our volunteer appreciation evening, held in September.
- All volunteers must be trustworthy
- All volunteers must be bondable and complete a police check (this is free of charge for Waterfront Volunteers)
- Volunteers must be at least 16 years of age.

#### Wristband sales

*Volunteer must be responsible and trustworthy*

*Volunteer must have strong Math skills*

Duties: (in 4 hour shifts)

- Volunteer reports 30 minutes early
- Volunteer signs out wristbands and float from the administration trailer
- Volunteer proceeds with police escort to ticket booth.
- Volunteer must ensure that each person passing the ticket booth receives a wristband. Adults must buy a wristband (\$15/day or \$30/weekend) Children 12 and under receive a free wristband. Children who wish to ride on the inflatables (Majic Midway) must buy a \$5 wristband (ride all weekend).
- At the end of the shift, volunteer must wait to be relieved and then report to administration trailer with police escort, where volunteer and City of Pembroke admin. worker calculate the number of wristbands sold and the amount of revenue generated by the ticket seller.

#### Merchandise sales

*Volunteer must be responsible and trustworthy*

*Volunteer must have strong Math skills*

Duties: (in 4 hour shifts)

- Volunteer reports 30 minutes early
- Volunteer signs out float from the administration trailer
- Volunteer liaises with band representative to receive merchandise for sale
- Volunteer handles all merchandise sales for the specified artist (eg. Doc Walker, Jeff Healey, Sab, Fred Eaglesmith)
- At the end of the shift, volunteer must return full float to City of Pembroke admin. worker and settle sales with band representative.

### Survey takers

*Volunteer must be responsible and trustworthy*

*Volunteer must be well spoken and have excellent interpersonal skills*

Duties: (in 4 hour shifts)

- Volunteer reports 30 minutes early
- Volunteer collects clipboard and surveys from the administration trailer
- Volunteer circulates among the crowd, completing as many surveys as possible in order to build an accurate picture of the audience demographic

### Information tent / Lost & found

*Volunteer must be responsible and trustworthy*

*Volunteer must be well spoken and have excellent interpersonal skills*

Duties: (in 4 hour shifts)

- Volunteer reports 30 minutes early
- Volunteer mans information tent
- Children or lost and found items may be brought to volunteer. Volunteer reports this to security, who will ensure that an announcement is made on the main stage.
- Volunteer hands out event schedules / programs for the weekend and gives directions to all events on the site.
- Volunteer welcomes guests to the festival and ensures that they are enjoying themselves.

### Parking Attendant

*Volunteer must be responsible and trustworthy*

*Volunteer must be well spoken and have excellent interpersonal skills*

Duties: (in 4 hour shifts)

- Volunteer reports 30 minutes early
- Volunteer ensures that handicapped parking on Alexander Street side is used only by those with a disabled sticker.

### Arts & crafts / games for kids

*Volunteer must be responsible and trustworthy*

*Volunteer must be well spoken and have excellent interpersonal skills*

Duties: (in 4 hour shifts)

- Volunteer reports 30 minutes early
- Volunteer collects materials from administration trailer.
- Volunteer supervises and assists children with activities in the Day Camp tent in the “Family Fun Zone” area of the festival

### Mascot (stage appearance and walkabouts)

*Volunteer must be outgoing and have excellent physical health*

Duties: (in 4 hour shifts)

- Mascot and spotter must work in a pair.
- As directed, mascot may complete a tour of the grounds, greeting festival guests or mascot may make an appearance on stage.
- Mascot suit may only be worn for a maximum of 20 minutes at any time.
- Mascot will not make any appearances in the rain

### Gate Security

*Volunteer must be responsible and trustworthy*

*Volunteer must be well spoken and have excellent interpersonal skills*

*Volunteer must be outgoing and have excellent physical health*

Duties: (in 4 hour shifts)

- Volunteer must follow directions from the police as well as the professional security services on site.
- Volunteers must ask festival guests to submit to security check of large bags or knapsacks.
- Volunteers must check that everyone passing the gate has a valid wristband (colour, intact etc..)
- Volunteers must patrol the border and ensure that no one is attempting to breach the fence.
- Volunteers must inform patrons of the correct entry points.
- Volunteers must report any breach of the fence or otherwise broken rules to the police.
- Volunteers must under no circumstances touch the patrons.

### Pit (stage) Security

*Volunteer must be responsible and trustworthy*

*Volunteer must be well spoken and have excellent interpersonal skills*

*Volunteer must be outgoing and have excellent physical health*

Volunteers interested in being part of this team must complete a full interview with S.E.S. (Special Event Security)

We will accept and forward your application forms.

### Bar Volunteer

*Volunteer must be responsible and trustworthy*

*Volunteer must have strong Math skills*

*Volunteer must have Smartserve qualification*

Duties (in 4 hour shifts):

- Volunteer must follow all liquor laws as defined by the Alcohol and Gaming Commission
- Volunteer must report any possible offence to bar manager, police and professional security on site.
- Volunteer must maintain strong vigilance against any use of drugs, any drunkenness, lewdness or underage patrons in the bar area.
- Volunteer must serve one drink per ticket provided with a maximum of two per person at any one time (one drink, one hand) – THIS IS NOT NEGOTIABLE – no matter how busy

### Bar Tickets Volunteer

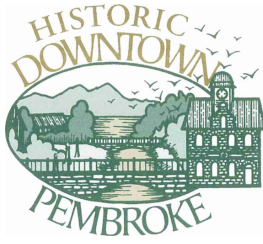
*Volunteer must be responsible and trustworthy*

*Volunteer must have strong Math skills*

*Volunteers with Smartserve qualification are preferred*

Duties (in 4 hour shifts):

- Volunteer reports 30 minutes early
- Volunteer must follow all liquor laws as defined by the Alcohol and Gaming Commission
- Volunteer must report any possible offence to bar manager, police and professional security on site.
- Volunteer must maintain strong vigilance against any use of drugs, any drunkenness, lewdness or underage patrons in the bar area.
- Volunteer signs out bar tickets and float from the administration trailer
- Volunteer proceeds with police escort to ticket booth.
- Volunteer sells bar tickets at the price of \$5 per beer or \$6 per wine or cooler. Ticket seller may sell a maximum of four (4) tickets – THIS IS NOT NEGOTIABLE – no matter how busy
- At the end of the shift, volunteer must wait to be relieved and then report to administration trailer with police escort, where volunteer and City of Pembroke admin. worker calculate the number of tickets sold and the amount of revenue generated by the ticket seller.



**Pembroke**  
*Waterfront*  
F E S T I V A L

**OLS**  
ON-LINE SUPPORT

# Waterfront Festival Volunteer Night

in Bogies Bar  
(far end of upper  
level)