



Volunteer Roles and Descriptions

Registration/Info Desk

Registers and greets delegates, providing name badges, delegate bags, important information, and other necessary materials.

- Friendly, welcoming, and outgoing
- Strong organizational skills
- Interest in learning about the festival and sharing relevant info

Festival Store

Assists with sales, support, and inventory management at the Festival Store. Provides support to the Festival Store Manager, organizes stock, offers information about the merchandise to delegates, and processes sales.

- Personable with strong customer service skills
- Ability to process transactions
- Comfortable with sales software

Ticket Sales

Greets patrons, answers questions, and assists with on-site, day of concert ticket sales.

- Familiarity and easy with touch screen technology
- Calm and detail oriented while under pressure

Usher/Ticket Taker

Greets patrons, checks tickets, directs attendees to their seats, and supports attendees before, during, and after the show. Responsible for monitoring the space and the needs of attendees throughout the shift.

- Good customer service skills
- Ability to work efficiently and effectively in a team

Choir Handler

Responsible for supporting a choir director and choir before and after their soundcheck and concert. Duties will include greeting the choir, moving them through the venue, offering assistance as needed, and helping ensure the concert remains on schedule.

- Previous experience in a choir, with choir management, or backstage support
- Good communication skills
- Strong organizational skills and attention to detail

Guest Handler

Responsible for supporting a guest performer or speaker before and after their event, serving as a point of contact, providing information and assistance as needed. Duties will include greeting the guest, moving them through the venue, offering assistance as needed, and helping ensure the event remains on schedule.

- Previous experience in performance production or backstage support
- Good communication skills
- Strong organizational skills and attention to detail

Event Set-up

Assists with the physical set-up of event spaces, including installing decorations, arranging chairs, tables, and other equipment.

- Capacity to take direction
- Ability to lift and move heavy objects
- Attention to detail

Delegate Bag Assembly

Assembles bags of materials and souvenirs for delegates with a team of volunteers.

- Attention to detail
- Ability to work efficiently and effectively in a team

Backstage Support

Assists staff and performers backstage before, during, and after concerts. Duties may include setting up dressing rooms, directing guests, monitoring the performance schedule, and offering support as needed.

- Previous experience in backstage environments
- Openness to taking direction
- Ability to work under pressure and handle unexpected situations

Social Media

Supports the Communications Manager throughout the festival by developing possible video, photo, and story content for social media channels.

- Familiarity with social media platforms and marketing principles
- Access to own smart device
- Creative, curious, and attentive