

**Job Description:  
Volunteer Manager, Kingston WritersFest**

**Position Summary**

\$4,000; part-time contract, July 15 – October 15; reports to Artistic Director

The Volunteer Manager is responsible for all aspects of volunteer engagement in Kingston WritersFest, including recruitment, training, scheduling, onsite supervision, and recognition of volunteers; liaising with Writers Services, Box Office, Hospitality, Production Manager and others managing their own volunteers; and post-mortem analysis and recommendations.

**Key Responsibilities**

***Pre-Festival Support***

- Attend weekly staff meetings when required
- Review and revise volunteer job descriptions
- Develop and implement volunteer recruitment strategies
- Write materials for the website and social media group for the volunteer program
- Maintain volunteer master list, signed codes of conduct and any other confidential requests by individual volunteers
- Develop and implement training program for volunteers; arrange training session and work with the KWF team to train volunteers
- Through our online system, send each volunteer their personal schedule of shifts during the festival, including times, dates and particulars of each role

***Festival Support***

- Set up and staff the Volunteer Lounge
- Maintain and oversee volunteer online scheduling system and roster of volunteer capabilities and make recommendations when requested by coordinators or managers
- Responsible for team morale
- Provide onsite instruction, guidance, and discipline as needed; including communicating to volunteers, matching volunteers to jobs and planning safeguards for cancelled shifts
- Bring to the attention of the team any potential conflicts including ticketing issues, author delays, etc.

***Post-Festival Support***

- Sort and pack up materials in the Volunteer Lounge
- Develop volunteer feedback survey; communicate with volunteers to complete the survey and report on survey results
- Prepare a post mortem Festival report with recommendations
- Plan post-festival volunteer appreciation party and present AD with a list of volunteers qualified to receive five-year pin
- Write thank you notes to volunteers and/or execute volunteer recognition as appropriate