

## **Kingston WritersFest 2023 Volunteer Job Descriptions**

### Attendance Tracker

Are you interested in helping the Festival collect demographic information? Curious about who attends the Festival? This role will contribute important attendance information to the Festival's statistical analysis by getting accurate counts of attendance. Discretion is key in this role as you 'drop in' on events to do targeted head counts. This is a role designed to aid the Marketing Manager in getting a more accurate picture of KWF attendees. In this role, you will be asked to go from session to session, including master classes during your shift, and record important demographic information (headcounts as specified on the head count report form). You will pick up a clicker, and the form and clipboard from the volunteer lounge and discreetly make your way from event to event.

### Captain

Do you see yourself as a leader? Your calm, competent manner is important in your work with a team of ushers and with the event Stage Manager. If so, we need your help to run event front-of-house. As Captain, you play a pivotal leadership role in the smooth running of the event. The Captain controls the house (that is: the hallway; everything inside the doors to the event space, including the audience seating, up to the front edge of the stage). You lead a team of ushers who will take direction from you. Your calm and competent manner will reassure and encourage your team and festival goes alike. You co-operate with the event Stage Manager to manage the event, and report to the Volunteer Manager.

### Field Trip Teacher Assistant

Do you like young people? Are you able to take charge of small groups of bright, motivated teens as you help the teacher to supervise their students? If so, we need your help for our youth program to escort students to and from events. The Field Trip Teacher Assistant provides supervisory support for high school teachers arriving at the Festival with their students. Your rapport with teenagers is a huge asset as, with good humour and a firm hand, you help teachers to guide and supervise groups of enthusiastic students as required. This role is only available on the Festival Field Trip day of the festival (Thursday).

### Greeter

Do you love to welcome and interact with people? If you are warm, enthusiastic, and prepared with key knowledge about the Festival, we need your help as primary ambassadors to greet authors and attendees. As the person who welcomes guests and authors to the Holiday Inn, you are the face of the Festival. Your warmth,

knowledge, and enthusiasm will put people at ease and spark excitement, so please smile and share your expertise! You will stand or sit in the lobby of the Holiday Inn near our Festival banner, near the front door. You report to the Volunteer Manager.

### Rover

Are you an experienced volunteer with the Festival, flexible and ready to step into any position when you arrive for your shift? If so, we need the help of our experienced volunteers to fill in, as needed. The Rover, a seasoned festival volunteer, works in all capacities, as needed. Rovers fill in for volunteers who cannot make their shift or jump in to help when things get really busy. You will be assigned duties when you turn up for your shift. You must be flexible, a reliable team player who is able to perform multiple tasks. Your previous volunteer experience at the Kingston WritersFest and solid knowledge of each of the volunteer jobs are essential. This is an important role in supporting the smooth operations of the Festival. You report to the Volunteer Manager.

### Set Up/Tear Down Crew

Volunteers can help at the beginning or end (or both) by bringing supplies up to the designated Festival rooms. Chairs will need to be placed, as well as other staging equipment. It is paramount that you are in fit condition to lift heavy items. Wear comfortable clothes and solid, working shoes. In this position, volunteers will be under the direction of the Production Manager but can take on this job in addition to other festival roles.

### Stage Manager

Do you take pride in ensuring that the stage is set, the curtain goes up on time and all technical aspects of an event run smoothly? If so, we need your help in this vital behind-the-scenes role. You control the back-stage aspect and timing of the event and co-operate with the event Captain and Sound/Light Technician to manage the event. You report to the Volunteer Manager.

### Ticket Sales

Do you like interacting with people? Can you handle cash and provide information in a pleasant and competent manner? If so, we need your help in this important front-line role. As Ticket Seller, you work during the festival at the Festival Onsite Box Office in the lobby of the Holiday Inn. You may also be scheduled on the ticket desk at an off-site event. You must have customer service experience and cash handling experience and be able to maintain focus during short bursts of intense activity. You report to the Volunteer Manager.

### Usher/Line Facilitator

Do you like to see an event well run, with guests moving easily in and out of the venue, and those with special needs helped in a timely and pleasant manner? If so, we need your help to ensure our audiences have a positive experience. Ushers ensure that our guests move comfortably in and out of the venue. As a bonus, they get to enjoy the events—even those that are sold out! (\*Some restrictions may apply; see details below.) Ushers are well informed about their events, about the program, and about Kingston since they will have the most contact with the audience and guests. Being able to answer questions increases audience satisfaction – and you will have more fun, too. The usher reports to the event Captain for each event and is under the supervision of the Volunteer Manager.

\*You may be asked to do a little light lifting, if chairs need to be re-arranged or rows straightened, or bending, if items need to be picked up off the floor. \*

### Wrangler

Do you like to make sure our guest authors are well cared for before, during and after their events? If so, we need your help in escorting and meeting the immediate needs of our authors. Wranglers work directly with our guest authors, meet their immediate needs and escort them to their venue on time. The Wrangler shadows the assigned writer throughout each of his or her events, and afterwards, through the book signing. In your role of Wrangler, your warmth, discretion, and common sense will add immeasurably to the visiting artist's sense of comfort and their enjoyment of the Festival. Because you are the person with whom an author may have most contact, you are expected to know the festival and its protocols inside out and be able to answer their questions or direct them to someone who can. You report to the Volunteer Manager.