



# VOLUNTEER JOB DESCRIPTION

Qualified volunteers will be assigned to one of the following positions:

<p><b>Event Ambassadors</b></p>	<ul style="list-style-type: none"> <li>○ Stationed at various locations throughout the venue, providing a friendly welcome</li> <li>○ Helping visitors navigate the event by distributing information materials, answering questions and giving directions.</li> <li>○ Assist with audience and line management, and crowd control and parking management.</li> <li>○ Help to escort patrons who use wheelchairs and other assistive devices for elevator assistance.</li> <li>○ Must be comfortable engaging with people and working in busy and high paced environments</li> <li>○ Able to navigate stairs as exhibition is on the third floor of venue</li> </ul>
<p><b>Event Assistants</b></p>	<ul style="list-style-type: none"> <li>○ Set up &amp; tear down for scheduled activities</li> <li>○ Act as runners to support event operations as necessary</li> <li>○ Assist with artist/performers/partners' equipment, help configure activity space and other miscellaneous backstage needs</li> <li>○ Assist with admission and parking when required.</li> <li>○ Prepared for some lifting and physical effort. All volunteers in this position must be able to lift at least 10 pounds and able to navigate stairs as exhibition is on the third floor of venue</li> </ul>
<p><b>Quilt Exhibition Guide</b></p>	<ul style="list-style-type: none"> <li>○ Supervise and monitor the Quilt of Belonging Display Space.</li> <li>○ Serve as interpreters for The Quilt of Belonging providing visitors with a deeper understanding and appreciation of the exhibition.(additional training will be provided)</li> <li>○ Assist with crowd control and general event operations during peak periods.</li> <li>○ Promotion of upcoming schedule to encourage repeat visits</li> <li>○ Responsible for point of sale payments at the gift shop, stocking and re-stocking merchandise.</li> <li>○ Must have good public speaking and storytelling skills, experience with learning and teaching activities.</li> </ul>

## Training and Support

All volunteers will be provided with an orientation and training session to review responsibilities specific to the assigned position and understand the event. All volunteers will be provided with a supervisor email and phone contact to report absences, changes to the volunteer schedule, emergency situations or other issues.

## Time Commitment

Volunteers should be available for an average minimum of 3-shifts per week. The duration of the shift will be dependent on the event schedule. Shifts will be scheduled minimum 3-hour blocks of time.

## Qualifications Needed

- Excellent customer service skills with a friendly, patient and professional attitude
- Highly motivated and able to work in a team environment
- Ability to follow instructions and enforce event protocol
- Knowledge of Hamilton surrounding area is an asset
- Ability to remain calm and problem solve
- Ability to stand for long periods of time and perform physical demands of job as required.

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## Dress Code

- Volunteer t-shirt and name tags will be distributed and must worn to each shift.
- Dark pants, skirt, capris, or walking shorts should be worn. No jeans please.
- Comfortable shoes for standing during most of the shift.
- Depending on weather, those volunteers supporting parking operations will be working outside. Appropriate attire is recommended. (i.e. jacket, raincoat, sunscreen, hat)
- Personal items are the responsibility of the volunteer. It is recommended that purses, backpacks, etc. be locked in your vehicle and/or not brought to the site.

## Volunteer Expectations

All volunteers should:

- Be Present and prompt for all shifts
- Be responsible for own transportation to event/venue
- Remain at assigned post until relieved for break(s), directed to other assigned duties by an event site supervisor or until a volunteer shift change occurs
- Volunteers should eat and drink in designated volunteer lounge only.
- Follow proper security and venue policies
- Avoid use of cell phones or texting while on shift
- Only smoke in designated areas and not during shift
- Not consume alcohol while on shift or while wearing volunteer t-shirt
- Not approach any entertainers for autographs or photographs
- Disseminate event information. Answer questions as accurately as possible and re-direct to a supervisor or staff when necessary.

## Volunteer Benefits

- Part of the team for this unique and authentic Canadian Experience!
- Special access to selected 'Quilt of Belonging' programs and events
- Free, commemorative volunteer t-shirt
- Invitation to volunteer appreciation night at the Cotton Factory
- Snacks and beverages at each shift
- Good hands-on experience in the arts and events
- A reference for future employers
- Get to meet, network & socialize with artists, curators, event organizers, and other like-minded volunteers
- Opportunity to continue to volunteer with Heart of Ontario for year round engagement activities such as Supercrawl and Food and Drink Fest.