



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### **STREET TEAM** (Min. age 16 years)

For those that love marketing, promoting and encouraging others to come out and have a good time! This is a team of ambassadors that can do a variety of things from poster to promoting SCF at public events.

#### TASKS

- Distribute marketing materials at a variety of events prior to the festival
- Act as an ambassador for SCF
- Engage with public and distribute information at our booth
- Collect emails for SCF database
- Distribute flyers or posters
- Promote ticket sales to SCF

#### REQUIREMENTS

- Outgoing, friendly and confident personality
- Comfortable approaching and engaging with the public
- Adaptable to any situation
- Able to follow instruction, and make educated independent decisions when needed
- Previous promotional work an asset, but not a must
- Possess strong problem solving skills
- General knowledge of the festival and Squamish
- Minimum 14 hours volunteer time pre-festival

### **SITE SET UP AND TEAR DOWN CREW**

This crew assists the construction crew of the festival. These volunteers are a “jack of all trades” with a passion for hands-on work and can get any job done.

#### TASKS

- Set up and teardown of site. ie. scaffolding, electrical, lighting, tents and fences
- Load / unload gear, equipment and tools
- Haul equipment and materials to and from site
- Perform trade-related duties throughout festival
- Clean various areas – inside and outside
- Run errands

#### REQUIREMENTS

- Able to do manual labour
- Able to follow instructions
- Able to work well independently or in a group
- Possess problem solving skills
- Able to walk/stand for periods of time
- Trades experience (asset)
- Positive attitude



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### DECOR CREW

Decor will assist with the installation and take down of all artistic displays and decor.

#### TASKS

- Site decoration and set up artistic displays
- Sort materials and provide input on decoration locations
- Clean various areas – inside and outside
- Run errands
- Support artists and help make their masterpieces stand out
- Help tear down and store decor

#### REQUIREMENTS

- Creative flare and positive attitude
- Able to follow instruction, but also make smart independent decisions when needed
- Able to work well independently or in a group
- Strong problem solving skills
- Physically able to do manual labour
- Able to climb ladders, use a staple gun, side cutters and pliers
- Able to do heavy lifting
- Closed toe shoes, hat and water bottle required
- Able to walk and be on feet for long periods of time

### GREETERS AND INFORMATION CREW (Min. age 19 years)

This crew is the welcoming face of the festival. They help direct and guide guests and are available to answer questions and help with crowd management/flow.

#### TASKS

- Greet and welcome attendees
- Provide directional information and answer general questions
- Assist guests at bus zone drop off and pick up points
- Line chat
- Help keep area clean and tidy
- Work closely with parking, ticket sellers and roving ambassadors

#### REQUIREMENTS

- Outgoing, confident and friendly attitude
- Excellent customer service skills
- Possess strong problem solving skills
- Able to follow instruction
- Knowledge of local area an asset, but not a must
- Strong SCF knowledge (provided in training)



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### **ACCREDITATION CREW** (Min. age 19 years)

This crew will assist our ticketing team with the check-in of volunteers, performing artists, and media guests.

#### TASKS

- Verify identities and issue corresponding wristbands
- Scan printed tickets
- Fasten wristbands around patrons' wrists
- Work closely with ticket sellers and ID checks

#### REQUIREMENTS

- Outgoing, confident and friendly attitude
- Excellent customer service skills
- Proficient in the use of technical devices and equipment
- Strong problem solving skills
- Able to follow instruction

### **TICKET SALES SUPPORT CREW** (Min. age 19 years)

This crew will provide support to the box office staff and provide front line customer service.

#### TASKS

- Greet and welcome attendees
- Provide directional information and answer general questions
- Assist with tickets checks
- Scan tickets for patron entry
- Issue wristbands

#### REQUIREMENTS

- Outgoing, confident and friendly attitude
- Excellent customer service skills
- Proficient in the use of technical devices
- Possess strong problem solving skills
- Able to follow instruction
- Knowledge of local area an asset, but not a must



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### GREEN TEAM AND SORTING CREW

Help us with our zero-waste goal! This team will reduce the festival's impact on the environment by promoting our recycling, compost program and other initiatives.

#### TASKS

- Educate and supervise patrons about what goes where in our bins
- Assist with recycling and disposal tasks on festival grounds
- Encourage and promote the festival's zero-waste initiative (recycling, compost, etc.)
- Maintain cleanliness of festival grounds and surrounding areas
- Sort recyclables
- Facilitate materials pick-up

#### REQUIREMENTS

- Possess a positive attitude
- Comfortable talking with the public
- Able to walk/stand for periods of time
- Willing to get your hands a little dirty
- Able to keep area clean and tidy

### CUP CAPTAINS

This crew will collect and clean our reusable cups and distribute to beverage vendors.

#### TASKS

- Carry and load trays of reusable cups into dishwasher
- Collect cups from festival grounds
- Return clean cups to beverage vendors
- Help keep area clean and tidy

#### REQUIREMENTS

- Physical labour, includes heavy lifting
- Able to walk/stand for long periods of time
- Comfortable with repetitive work
- Run various errands



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### **PARKING AND TRAFFIC CREW** (Min. age 19 years)

This crew makes it possible for guests to access parking, safely park their vehicle, and exit lots.

#### TASKS

- Greet festival-goers as they arrive by vehicle
- Provide direction to parking locations
- Monitor lots and keep clean
- Maintain the flow of pedestrian and vehicle traffic into and out of the festival
- Provide festival information (where to enter, what is banned, and ticket booth locations, etc.)
- Assist at bus pick up zones
- Ensure pedestrian safety
- Safely control entering and exiting vehicles

#### REQUIREMENTS

- Strong customer service skills
- Strong problem solving skills
- Strong SCF knowledge
- Able to work outdoors and on foot for entire shift
- Able to follow instruction
- Able to work well independently or in a group
- Previous festival experience is an asset, but not required

### **INFORMATION / LOST & FOUND CREW** (Min. age 19 years)

This crew's job is to provide general knowledge to attendees, answering questions, and manage lost and found.

#### TASKS

- Answer general questions from the public and volunteers
- Assist lost children/parents
- Maintain message board
- Attend to lost and found items
- Record comments / concerns / complaints from the public

#### REQUIREMENTS

- Friendly attitude
- Strong interpersonal skills
- Thorough knowledge of site and procedures
- Knowledge of local area



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### BIKE VALET SUPPORT CREW

This crew works with our bike valet to safely check in and check out attendees' bicycles.

#### TASKS

- Set up and takedown of bike lock up area
- Tag, count and record number of bicycles
- Run bicycles to and from lock up area

#### REQUIREMENTS

- Able to walk/stand for long periods of time
- Capable of physical labour, including heavy lifting

### INSTRUMENT LOCK UP (Min. age 19 years)

This crew oversees the safe and secure storage of artist instruments on site.

#### TASKS

- Responsible for tagging and storing instruments safely and securely on site
- Maintain a high level of security in the lock up area

#### REQUIREMENTS

- Able to work in a professional, friendly and efficient manner
- Physical labour; includes heavy lifting

### SNACK BAR (Min. age 19 years)

This crew is responsible for providing non-alcoholic beverages and snacks for the volunteers and artists in the hospitality area.

#### TASKS

- Identify those who are entitled to snacks and drinks
- Distribute items as required
- Ensure snack bar stays well stocked
- Maintain security of area
- Physical labour; includes heavy lifting
- Able to walk/stand for periods of time
- Keep area clean and tidy

#### REQUIREMENTS

- Must have *Food Safe*
- Friendly, outgoing personality
- Able to follow instruction
- Able to work well independently or in a group
- Possess problem solving skills



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### **ID AND AGE VERIFICATION CREW** (Min. age 19 years)

This crew is responsible for verifying attendees age and identity and issuing wristbands as proof of legal drinking age, if requested/desired.

#### TASKS

- Greeting attendees
- Verifying attendees' ID
- Identifying if attendee is of legal drinking age
- Distributing and securing appropriate wristbands

#### REQUIREMENTS

- Must have *Serving it Right* (BC) certification
- Good judgement and decision making
- Friendly attitude

### **DISPATCH CREW** (Min. age 25 years)

This crew is responsible for relaying information between all festival crews over multiple radio channels.

#### TASKS

- Listen attentively to radio messages
- Relay information to different crews
- Provide information and answer questions
- Take and relay messages to appropriate people
- Help maintain and dispatch radios
- Ensure all radios and spare batteries are charged and ready
- Must be proficient in the use of technical devices and equipment
- Run various errands

#### REQUIREMENTS

- Fluent and confident English speaker
- Two-way radio experience
- Able to multitask and work under pressure
- Able to work alongside the quartermaster to ensure festival communications run smoothly



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### ROVING AMBASSADORS

This crew will rove the festival grounds and provide information, security, and support for guests. They act as ambassadors for Squamish Constellation Festival and ensures everyone is having an exceptionally good time! This crew will work in pairs around the festival grounds.

#### TASKS

- Patrol specific areas on foot
- Direct crowds at the start and end of festival
- Answer questions and be a good source of information
- Ensure public safety; escalate issues to shift manager, security or police (or all three if necessary) for resolution
- Promote good community relations
- Encourage guests to move along after performances wrap and not congregate outside gates
- Ensure open liquor does not leaving or entering venue
- Maintain a happy, healthy and safe environment for everyone
- Help keep area clean and tidy
- Run various errands

#### REQUIREMENTS

- Outgoing, friendly, and confident personality
- Able to walk for duration of shift
- Possess strong conflict resolution skills
- Must own and carry cell phone
- Adapt quickly to different roles and enjoy doing a little bit of everything

### VENDOR SUPPORT / ICE TRUCK CREW (Min. age 19 years)

This crew is responsible for ice distribution to the vendors as needed.

#### TASKS

- Liaise with vendors and distribute ice as they require
- Track bags of ice purchased from vendors
- Deliver bags of ice to vendors on a golf cart
- Assist with the load-in of bags of ice

#### REQUIREMENTS

- Outgoing, friendly and confident personality
- Able to operate golf cart
- Previous food and beverage experience an asset
- Able to follow instruction, but also make educated, independent decisions when needed
- Able to work well independently or in a group



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### SIGNAGE CREW

This crew is responsible for setup and teardown of all festival signage. Predominantly done before and after the festival, so you are free to enjoy the concert.

#### TASKS

- Install signage around the festival grounds ie. toilets, parking, accessibility.
- Clean and sort existing signs
- Monitor the state of signage during the festival
- Work with cable ties, pliers and cutters
- Install and pack down sponsorship signage
- Help keep area clean and tidy
- Run various errands

#### REQUIREMENTS

- Able to follow instruction, but also make educated, independent decisions when needed
- Able to work well independently or in a group
- Possess strong problem solving skills
- Be physically able to do manual labour, climb ladders, use a staple gun, side cutters and pliers
- Need to wear closed in shoes, hat and bring a water bottle.
- Lots of walking

**TRANSPORTATION CREW** (Min. age 25 years, possess a Class 5 drivers license with no outstanding driving infractions)

This crew gets people around town, to and from the airport, runs errands, and is responsible for shuttling everything from artists to duct tape!

#### TASKS

- Liaise with dispatch/supervisor and drive to and from destinations as required (airport runs, hotel runs, grocery runs, errands)
- Assist artists with handling luggage/instruments
- Stay on task and in communication with dispatch should any person request transportation from you directly/deviation of route
- Ensure a safe transportation experience for all – including pedestrians and guests

#### REQUIREMENTS

- Outgoing, friendly, and confident personality
- Able to sit for long periods of time
- Able to follow instruction, but also make educated, independent decisions when needed
- Possess strong people skills and patience
- Possess strong conflict resolution skills
- Possess strong problem solving skills
- Must own and carry cell phone
- Adapt quickly to different roles and enjoy doing a little bit of everything



## SCF VOLUNTEER CREWS AND DESCRIPTIONS

### **DO IT ALL!** (Min. age 19 years)

This crew is for the peeps that enjoy doing a little bit of everything and can confidently jump into any role at a moment's notice. This role for volunteers who want the whole festival experience.

### TASKS

- An array of tasks from parking to garbage collection to ticket seller support and everything in between
- Able to take on whatever role is needed at the time
- Escalate any issues to a shift manager for resolution

### REQUIREMENTS

- Outgoing, friendly and confident personality
- Easily adaptable to any situation
- Able to follow instruction, but also make educated, independent decisions when needed
- Able to work well independently or in a group
- Possess strong problem solving skills
- Knowledge of local area an asset, but not a must