

The logo for CityFolk, featuring the word "CityFolk" in a stylized, cursive font. The background of the page is decorated with a colorful, geometric pattern of triangles in shades of red, orange, yellow, green, and blue, resembling a festive banner or confetti.

PERFORMER HOSPITALITY

Performer hospitality volunteers are ambassadors providing general hospitality to and looking after requests from performers including, but not limited to, those relating to green room/backstage, meals, and other on-site requirements.

Duties:

- Keep artist care area clean and stocked;
- Set up catering, clean & maintain food tent, wash dishes and replenish supplies for next day's service;
- Provide information to artists in a positive and welcoming manner;
- Deliver inventory to other areas;
- Set-up and take-down of the performer hospitality area including arranging festive decor;
- Liaise with performer transportation;
- Maintain logbook of problems/questions/solutions;
- Where appropriate, liaise between performers and Festival staff while on site;
- Respect performers' privacy and personal space;
- Deal appropriately with media and public's requests.

Skills:

- Exceptional attention to detail;
- Effective communication skills;
- Good organizational skills;
- Strong customer service skills;
- Able to troubleshoot problems;
- Able to multi-task efficiently.

Requirements:

- **18 years of age or over;**
- Professional and positive attitude;
- Respectful of privacy and confidentiality;
- For catering positions, must know how to properly handle & serve food;
- Should be available for shifts scheduled from early morning to close, including weekdays;
- Excellent communication skills;
- Detailed oriented and ability to multi-task in a fast-paced yet fun team environment;
- Ability to work with little or no supervision when required;
- Festival knowledge a strong asset; some lifting may be required;
- Bilingualism an asset but not required;
- Ability to work in all types of weather;
- Accessibility Standards Customer Service Training is required.