



BWF 7-9 May 2021

VOLUNTEER POSITION DESCRIPTION

Job Title:	Information Booth Attendant
Department:	Volunteers
Position Description:	Respond to, and effectively resolve Festival patron and participant queries; full understanding of the daily Festival program, venues and off-site events. Update and display relevant information to the notice boards or through other official Festival channels of communication. Other duties as directed by Festival staff.
Experience Required:	Customer service experience desirable. Outgoing personality. Patience. Volunteers will need to acquire a sound knowledge of the Festival program, participating writers, and venue information.
Daily Hours/Shifts:	Volunteers will be required to do half-day shifts, and are encouraged to do one shift on Saturday 8 and one shift on Sunday 9