



## VOLUNTEER ROLE DESCRIPTION

<b>Job Title:</b>	<b>Information Booth Attendant</b>
<b>Department:</b>	Marketing
<b>Position Description:</b>	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.
<b>Experience Required:</b>	Customer service experience desirable. Outgoing personality. Patience. Volunteers will need to acquire a sound knowledge of the Festival program, participating writers, and venue information. A Team Leader is required each shift to supervise the team.
<b>Responsible to:</b>	Marketing Manager
<b>Daily Hours/Shifts:</b>	Volunteers will be required to work half-day shifts, with some evening work required.
<b>Required pre-festival:</b>	No
<b>Required post-festival:</b>	No