

February 18 & 19, 2012 ♦ Crystal Garden
Saturday 12 - 5 pm ♦ Sunday 11 am - 4 pm

Thank you for supporting Camosun College Child Care Services.

Tickets & Information Desk

Ticket Support

- In this front-line position, you will be expected to greet all attendees with excellent customer service. As part of the ticket support team you will be obtaining and tearing tickets from arriving attendees, as well as checking attendees as they re-enter.. Ticket Support is responsible for managing the flow of incoming attendees and monitoring the front door area. The building has limited capacity, which means that the front door positions will be monitoring the number of attendees in the building. The ticket support position is also responsible for directing media, VIP's, and volunteers to appropriate places. Excellent communication skills are required. In this role, you will have the opportunity to interact with event coordinators, attendees, and other volunteers.
 - Volunteers: 3/shift (12 Total)
 - Saturday: 10:30 am to 2:00 pm & 1:30 pm to 5:00 pm
 - Sunday: 10:30 am to 1:30 pm & 1:00 pm to 4:00 pm

Coat Check Support

- In this position, you will be responsible for the coat check area. As attendees arrive, you will be taking their jackets, placing the tag on a hanger, handing them a tag, and hanging the jacket. You will also be retrieving and returning coats as requested. The coat check area can be hectic depending on the weather outside. This position involves interacting with attendees, volunteers, and event coordinators.
 - Volunteers: 2/shift (12 total)
 - Saturday: 10:30 am to 2:00 pm; 12:00 pm to 3:30 pm; 1:30 pm to 5:00 pm
 - Sunday: 10:30 am to 1:30 pm; 11:00 am to 2:30 pm; 1:00 pm to 4:00 pm

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Greeter

- In this position you will be handing out programs; floating and monitoring in a specific area, directing attendees to areas, counting the number of attendees entering and exiting, providing support where needed. As part of the greeter team, you will have a strong presence on the floor and will be asked to be aware of security issues such as: unsupervised children, theft from exhibitors, lost or misplaced items. However, you will not be expected to attend to compromising situations. This position involves interacting with exhibitors, event coordinators, attendees, and volunteers.
 - Volunteers: 5/shift Saturday; 4/shift Sunday (18 total)
 - Saturday: 10:30 am to 2:00 pm & 1:30 pm to 5:00 pm
 - Sunday: 10:30 am to 1:30 pm & 1:00 pm to 4:00 pm

Exhibitors

Exhibitor Support

- In this position, you will be assisting exhibitors with preparing and displaying their products but will not be responsible for selling their product. You will also act as a liaison between the exhibitors and event coordinators as needed. The needs of the exhibitors will depend on the products and services that they offer which could vary from customer service, washing dishes, boiling water, etc. You will have the opportunity to learn about all things tea while interacting with exhibitors, festival attendees, and other volunteers.
 - Volunteers: 30/shift (60 total)
 - Saturday: 11:00 am to 3:00 pm
 - Sunday: 11:00 am to 2:00 pm

Maintenance

Site Crew – Set up & Tear Down

- The Site Crew is responsible for ensuring that merchandise and materials are distributed to their specified location in a timely and safe manner before and after the event. This position can be physically demanding and lifting will be required at times. You will be unloading vehicles, lifting merchandise, transporting products, etc. This position involves interacting with exhibitors, event coordinators, and volunteers.
 - Volunteers: 25/Saturday; 20/Sunday (45 Total)
 - Saturday: 7:30 am to 11:00 am
 - Sunday: 4:00 pm to 7:00 pm

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Green Team -Water, Compost, Recycling

The Green Team is responsible for maintaining compost, garbage, water, and recycling stations. You will be walking the floor to collect cups from attendees, deliver water from stations to exhibitors, and ensure general clean up during the festival. As a part of the Maintenance Team you will have a strong presence on the floor and will be asked to be aware of security issues such as: unsupervised children, theft from exhibitors, lost or misplaced items. However, you will not be expected to attend to compromising situations. This position involves interacting with exhibitors, attendees, and volunteers.

- Volunteers: 10/shift (20 total)
- Saturday: 11:30 am to 5:15 pm
- Sunday: 10:30 am to 4:15 pm

Silent Auction

Silent Auction Support

- The Silent Auction support team is responsible for ensuring that a high level of customer service is maintained while supervising the area. Duties can include: displaying items, answering inquiries from attendees, cash out, and cleaning the area. General clean up involves collecting items and packing up supplies. The ability to multitask is an asset. Cashing out involves distributing the items to successful bidders and calculating payouts. This position involves interacting with attendees, presenters, and volunteers.
- Volunteers: 2/shift (16 total)
 - Saturday: 9:30 am to 1:00 pm; 12:45 pm to 4:15 pm; 3:00 pm to 6:30 pm
 - Sunday: 9:30 am to 1:00 pm; 12:15 pm to 3:45 pm; 2:00 pm to 5:30 pm

Presentation Stage

- In this position, you will be providing support to the presentation stage by ensuring that the presentation area is set up. You will be greeting and directing attendees, handing out brochures or samples as needed and maintaining the cleanliness of the area. This position involves a high level of customer service. Knowledge of AV equipment is an asset. This position involves interacting with attendees, presenters, and volunteers.
- Volunteers: 3/shift (6 total)
 - Saturday: 12:00 pm to 5:00 pm
 - Sunday: 11:00 am to 4:00 pm

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Decor

Décor Supervisor

- In this position, you will be responsible for coordinating and assigning duties to the Décor set up and take down team for the event. You will be ensuring that decorations and displays are safely unloaded and displayed in the event center. You will also be responsible for removing items at the end of the festival. This position can be physically demanding, as volunteers will be transporting and hanging items. Creativity is a must for this position. You will have the opportunity to interact with volunteers and event coordinators.

Please note: In this position you will be expected to participate in pre-event planning with Décor coordinators. This will involve reviewing and finalizing instructions for the set up/take down volunteers. Time commitment for the pre-event planning is approximately three hours two weeks prior to the festival.

- Volunteers: 1/shift (2 total)
- Saturday 7:00 am to 10:00 am
- Sunday: 4:00 pm to 7:00 pm

Décor- Set Up/Take Down

- As part of the of the Décor team, you will be responsible for ensuring that decorations and displays are safely unloaded and displayed in the event center. You will also be responsible for removing items at the end of the festival. This position can be physically demanding, as volunteers will be transporting and hanging items. Creativity is a must for this position. You will have the opportunity to interact with volunteers and event coordinators.

- Volunteers: 10/Saturday; 4/Sunday (14 total)
- Saturdays: 7:00 am to 10:00 am
- Sunday: 4:00 pm to 7:00 pm

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Finance

Cashiers

- Floor Cashiers will process financial transactions via cash, debit, and credit at the front ticket counter, silent auction cash out, and raffle, as well as balancing cash and the float. In this role, you must have demonstrated cash handling experience in a retail environment, as well as strong customer service skills. It is mandatory that cashiers be 18 years of age or older. In this role, you will have the opportunity to interact with volunteers, attendees, and event coordinators. The Finance Assistant will provide breaks for Floor Cashiers and assist with various cash handling duties. An interview and references may be necessary to fill the role of these positions.
 - Volunteers: 5/Floor Cashiers; 1/Finance Assistant (12 total)
 - Saturday: Floor Cashiers - 11:30 am to 5:30 pm; Finance Assistant - 1:00 pm to 6:00 pm
 - Sunday: Floor Cashiers -10:30 am to 4:30 pm; Finance Assistant - 12:00 pm to 5:00 pm

Volunteers

Volunteer Lounge Attendant

- The Volunteer Lounge Attendants are responsible for greeting all volunteers; ensuring volunteers sign in and pick up their nametags; and directing volunteers to their assigned team leaders. You will be responsible for handing out volunteer food vouchers and encouraging volunteers to complete the volunteer survey. Your responsibilities will also include setting up and tearing down the Volunteer Lounge, as well as, maintaining the cleanliness of the lounge. In this role, you will have the opportunity to interact with volunteers and event coordinators.
 - Volunteers: 1/shift (4 total)
 - Saturday: 7:00 am to 12:30 pm; 12:30 pm to 5:00 pm
 - Sunday: 9:30 am to 1:00 pm; 12:30 pm to 4:00 pm

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