

Volunteer Job Descriptions – On Site

The following job descriptions will assist you in deciding what venue you would enjoy working in. **Actual responsibilities will be assigned by the coordinator of the venue upon arrival.**

Most positions require standing for up to 4 hours. Seated positions are noted in the job description (**bolded**).

BEFORE THE FESTIVAL (November 26 – 29, 2017)

Gala/ Auction Set Up - 4:30 to 8 p.m. on Tuesday, November 28 only

- Assist in set up of gala decor

Site Setup Volunteers: November 26 - 27 (Industrial Arts Students or Adults Only)

- Assist in the construction of the set at the Festival
- Unload materials from trailers
- Must be able to use hand and power tools and lift up to 40 kg
- Operate a hydraulic hand pallet mover

Volunteer Refreshments (Adults only)

- Set up tables
- Receive donated refreshments
- Prepare coffee, tea, ice tea, lemonade
- Heat up crockpots
- Put out and clean up foods
- Wash dishes after each meal

DURING THE FESTIVAL (November 30 – December 3, 2017)

Alternates

- Is willing to undertake any of the following volunteer positions, as assigned by the Volunteers Committee

App Help Desk

- Must be comfortable with Android & Apple platforms
- Help visitors buy Festival tickets through a phone App.
- Help with using the App to redeem tickets for Children's Christmas Lane activities
- Assist other volunteers with how to use the App
- Relay any glitches or errors to the Communications team.
- Troubleshoot use of the App

Children's Christmas Lane: Coupon Count Volunteers

- Collect coupons from the various children's venues
- Count and record the number of coupons into the coupon counter binder
- Record the attendance at the various Children's Christmas Lane venues
- Assist with fluffing trees and other fill-in where required when there are no coupons to count

Children's Christmas Lane - Festive Arts Volunteers

- Collect coupons at the door (**seated position**)
- Hand out ornaments (**seated position**)
- Supervise the colouring room
- Organize the markers in groups of different colours, discard used markers, restock supplies, keep venue tidy.

Children's Christmas Lane - Festive Tattoos Volunteers

- Collect coupons, show the child the designs, help the child choose their 2 designs and direct child to an empty artist space (**seated position**)
- Tattoo artists (**seated positions**) ask the child where to put one design; apply with water, wait 30 seconds, show the design in the mirror, give child the other tattoo to take home; keep area tidy and neat.

Children's Christmas Lane - Hockey Shoot Volunteers

- Collect coupons for each child (**seated position**)
- Help the hockey players with the children; set up 5 pucks before each child; retrieve the pucks and sticks after the child is finished.
- Keep the children in line behind the tape; assist children to choose a prize; make sure the child goes out of the venue with the parents or caregiver
- Keep the prize area well supplied with age appropriate prizes.
- Keep the line moving and remind parents that the strollers cannot be in the venue, answer questions about the venue.

Children's Christmas Lane - Ice "N Eat Volunteers

- Collect coupons at the door
- Supervise cookie decoration
- Organize and portion candies and decorations for cookies
- Restock supplies
- Keep the venue tidy

Children's Christmas Lane - Santa's Den Volunteers

- Escort Santa from his dressing room to his den and back, control the line of parents and children
- See that Santa has water and a straw, hand out candy canes to the children and restock the supplies; keep venue tidy
- Assist with the lineup and answer questions as needed.
- Help with photography as required at the sleigh and with Santa.

Children's Christmas Lane - Secret Shop Volunteers

- Door person position (**seated position**). Allow admittance to children only; direct parents to the EXIT door; answer questions regarding the Secret Shop and keep area tidy
- Personal shopper position. Assist younger children with shopping; ensure children are reunited with the person(s) they arrived with; stock tables when there are no younger children requiring assistance and keep the venue tidy.

Children's Christmas Lane - Story Nook Volunteers

- Select or help the children select a story; read stories with the use of a microphone (reading level K-6); ask questions and chat with the children; help the children find a place to sit; keep children calm; encourage people to enter the venue; answer questions.
- Keep a running tally of the number of visitors and restock and collects the "Colour the Weather" pictures and markers.

Children's Christmas Lane - Trim A Tree Volunteers

- Collect coupons at the door; remind parents/caregivers that big strollers must be parked outside the venue; keep the line moving; answer questions about the venue
- assist children in selecting the colour of ornaments they wish to have on their trees **(seated position)**
- Assist children in selecting a tree from the tables
- Unpack and fluff up the trees **(seated positions)**; place fluffed trees on tables in the venue; restock supplies
- Keep the venue tidy including emptying the garbage bins in the venue and sweeping the floor of tree branch debris

Coffee & Treats

- Prepare hot drinks for patrons and serve baked goods
- Collect ticket as payment
- Ensure the Coffee & Treats area is kept tidy and stocked.
- Inform Coffee & Treats Chair if something is needed.

Entertainment Volunteers

- Check in entertainers as they arrive at the Festival to perform **(seated position)**
- Guide entertainers to assigned change area
- Escort entertainers to and from the stage at the time of their performance

Family Night Volunteers – 5 to 9 p.m. on Thursday, November 30 only

- Hand out clue sheets
- Check that the sheet is completed upon return
- Hand out prizes

Gift Shop – (Adults only)

- Provide friendly customer assistance in a retail environment
- Handle cash,debit/credit card transactions using cash register and point of sale machine
- Bag/wrap customer purchases
- Maintain clean and tidy cash area
- Maintain and replenish stock in shop area.

Gingerbread Village Volunteers (seating available)

- Maintain the safety of the gingerbread and cakes displays
- Assist the public with enquiries
- Keep the venue tidy
- Count People's Choice ballots

Group Booking Volunteers/Festival's Little Guests

- Stamp the hands of participants
- Assist the supervisors from each group in getting their group's jackets/belongings into labeled bags and running them to the assigned room for storage
- Ensure a supervisor with each group knows where to locate their belongings when they are ready to leave

Hospital Room Volunteers

- Assist children in various non-medical activities such as; write name tags, assemble plaster casts, complete puzzles and hand out bandages

Hospitality Volunteers

- Serve volunteers pre-prepared food items
- Maintain a clean, neat and comfortable Hospitality room for volunteers to relax during their breaks

Luncheon and Fashion Show

- **Thursday November 30 only: 9 – 1 and 1 – 5 pm - set up**
 - putting on table cloths and chair covers
 - putting out programs
 - centerpiece placement
 - silent auction set up
 - decor set up
 - setting up entry
- **Friday December 1 only: 1 – 5 pm - take down**
 - collect table cloths and chair covers
 - collect and wrap centerpieces
 - man table for centerpiece pick up
 - help with silent auction clean up

Mascot

- Wear the Dr. Deer mascot suit
- Cruise and entertain the crowd, greeting children, having pictures taken
- Applicants **MUST BE** between 5' 6" and 5' 9" and of fairly slim build to undertake this job and be able to handle the heat inside the suit (although it is vented)

Photo Pod Guardians (Adult only)

- Assure the safety of the photo pod and decorative items in the assigned area.
- Help monitor the lineup and ensure one person or group at a time uses the photo area. (Festival guests will be taking their own photos).
- In case of lineups, encourage guests to move quickly through the photo pod.
- Answer visitor's general questions about the Festival.
- Requires the ability to stand and walk around for periods of time although seating is available.

Pod / Tree Guardian Supervisor (Adult only)

- Supervise Pod Guardians by:
 - Ensure guardians are positioned around the pod
 - Step in for those needing a break
 - Assure appropriate behavior in pod (no cell phones, circulating as needed, etc)

Pod / Tree Guardians (seating available)

- Assure the safety of the trees and decorative items in an assigned area
- Answer visitor's general questions about the Festival and the trees and items in the pod
- Requires the ability to stand and walk around for periods of time although seating is available

Post Office Volunteers

- Assist Canada Post representatives by helping children write letters to Santa Claus (**seated position**)

Sweets, Treats and Entertaining Volunteers

- Greet customers; be familiar with Festival layout and activities to

- assist visitors
- Adjust and straighten merchandise on tables and shelves
- Restock items
- Help cashiers with wrapping
- Offer taste samples of various products

Tickets Volunteers

- Supervise entrance and exit doors
- Crowd control

AFTER THE FESTIVAL (December 3, 2017 - 5pm to 9 pm)

Gala/Auction Take Down (Adults only)

- Assist with the tear down and packaging of trees for transport.
- Assist with the packaging of items for pick-up
- Assist guests when they come to pick up their purchases.

Site Takedown (Industrial Arts Students or Adults)

(Dec 3 Evening AND/OR Dec 4 day)

- Assist with the disassembly and storage of the set
- Load materials on trailers
- Must be able to use hand and power tools and lift up to 40 kg
- Operate a hydraulic hand pallet mover