

# Services and Information Representative

## Objective:

To ensure both interested members of the general public and existing Wreckhouse International Jazz & Blues Festival patrons are well-versed and enthusiastic about festival activities and requested tourism information.

## Duties & Responsibilities:

- Service the Information Booth at Outside Site
- Answer inquiries from festival patrons and the general public (e.g. schedules, event details, performances, amenities, merchandise, accommodations, tourist attractions, restaurants, shopping, or other information about the city and surrounding areas)

## Qualifications & Requirements:

- Must be reliable and professional
- Confident dealing with the general public – effective communication skills
- Knowledge of the city and surrounding area
- Personable and outgoing personality
- Clean, casual-business dress
- Become informed about festival activities and amenities (documentation will be provided for referencing)
- Obtain a Certificate of Conduct (via the WJB office)

## Lines of Communication:

Services and Information Representatives will be provided direction from, and supervised by, the WJB Volunteer Supervisor. Any questions or comments about the position should be directed to him/her.

## Orientation:

Prior to the annual festival, there will be a gathering of all Services and Information Representatives to confirm specific duties, arrange time/shift commitments and answer any questions volunteers have.

## Benefits:

- Gain knowledge about the elements of music festivals
- See performances
- Socialize with music lovers like yourself
- Hone communication and networking skills
- Meet artists
- Help grow jazz and world music influence in NL
- Complimentary WJB T-shirt
- Insurance coverage will be provided while on duty

## What to Do:

- Complete the application form and submit it to the Volunteer Coordinator's attention
- You will receive confirmation from the Volunteer Coordinator that your application was received
- Attend a personal interview scheduled at your convenience