



VOLUNTEERING INFORMATION PACKAGE

OTAFEST 2019

MAY 17 - 19, 2019

CALGARY TELUS CONVENTION CENTRE

WELCOME

Thank you for your interest in volunteering for Otafest 2019!

This package will provide you with information on the selection process, volunteer benefits, fees, responsibilities, department descriptions, the volunteer contract, and mandatory volunteer orientation sessions.

Read the entire package before applying for a volunteer position at Otafest 2019.

SELECTION

You can apply for a volunteer position at www.otafest.com/volunteer. We select volunteers based on availability and departmental needs. Previous volunteer experience is not a requirement, but is an asset.

The minimum requirement is that you volunteer for at least [three three-hour shifts](#) (9 hours total) and [attend a volunteer orientation session](#).

Selections are made after the volunteer application deadline. All applicants will receive an e-mail from one of our volunteer coordinators informing them as to whether their application has or has not been accepted once selections have been made.

Please note that you must be at [least 13 years of age by May 17, 2019](#) to be eligible to volunteer for Otafest 2019.

FEES & BENEFITS

There is a non-refundable \$20.00 fee to volunteer for Otafest 2019. This fee covers administration costs. In exchange, we offer the following benefits to volunteers:

- Access to the volunteer room,
- Admission to the festival for all three days,
- An Otafest volunteer T-Shirt,
- A volunteer badge,

- An Otafest lanyard,
- Special volunteer-exclusive swag, and
- An invitation to Otafest’s Volunteer Appreciation Day.

We will not be feeding you for the duration of Otafest 2019. Instead we will be offering the following compensation program for the duration of Otafest 2019:

IF YOU WORK...	YOU WILL RECEIVE...
4 shifts	\$30.00
5-6 shifts	\$40.00
7-8 shifts	\$50.00
9+ shifts	\$60.00 + our undying affection

* External volunteers receive a flat \$50.

RESPONSIBILITIES

Volunteers are the largest representative public-facing body during Otafest. We expect all of our volunteers to behave in a professional, mature, and safe manner to represent Otafest in a positive light.

In addition to departmental duties, **all volunteers** are responsible for the following:

- Attending a mandatory orientation session prior to Otafest 2019,
- Being on time for shifts during Otafest,
- Checking in with the volunteer room before the start of your first shift **each day**,
- Checking in with shift leaders prior to beginning any volunteer duties,
- Checking patron proof of payment to enter Otafest rooms (wristbands),
- Answering patron questions or directing them to someone who can help, and
- Upholding the Otafest name.

POSITIONS

Select which position(s) you are interested in volunteering for on the application. Below is a short description of each position with a general outline of their associated responsibilities.

Remember that position and departmental responsibilities are **in addition** to the responsibilities section above.

“The Facilitator”

Outdoor Programming Attendant

(Seasoned volunteers recommended) Outdoor Programming volunteers will assist with outdoor programming activities, such as crafts, simple games, and engage with general public about the activities along Stephen Avenue (stage performances, night festival, face painting) and inside the Telus Convention Center.

General duties during the day (9 AM - 4PM, *times subject to change*):

- Set up of outdoor stations
- Monitoring and leading crafts and games

- Running a photo booth
- Engaging Otafest patrons and general public with all programming including stage performances

General duties during Otafest Night Festival (4 PM - 9PM, *times subject to change*):

- Set up and tear down of games and all outdoor materials (light lifting required)
- Running a photo booth
- Monitoring game stations (water games, carnival style games) and gameplay
- Assisting Otafest patrons and the general public to buy tickets for gameplay and redeem gameplay points for prizes

Useful skills:

- Previous experience in working with children is an asset but not required
- Previous experience in customer service is an asset but not required
- Fun and outgoing personality
- Prepared to spend the whole shift outside with appropriate dress
- Having previous Otafest volunteer experience and being able to communicate why folks should attend/buy a pass to Otafest (e.g. fun programming, panels, dance, etc.)
- Being attentive to your surroundings area and avoiding unsafe situations

“The Merchant”

Merchandise Attendant

Merchandise volunteers will help orchestrate the Otafest Merchandise booth. This position involves promoting and advertising Otafest merchandise as well as assisting patrons with sizing and information regarding the different products.

General duties:

- Promote and sell Otafest Merchandise to patrons

Useful skills:

- Cash handling is an asset but not required
- Customer service and people interaction are important assets
- Fun and outgoing personality
- Desire to interact with Otafest patrons
- Being attentive to your surroundings area and avoiding unsafe situations

“The Gatekeeper”

Admissions Attendant

Admissions attendants are responsible for helping Otafest patrons purchase tickets for Otafest. This position includes being in a fast pace work environment while being friendly and interactive with all our attendees.

General duties:

- Scanning Otafest tickets
- Applying wristbands to patrons
- Processing ticket payments using both till and iPad (must input everything accurately)
- Data entry of patron information

Useful skills:

- Customer service experience
- Cashier experience / money-handling experience (basic math skill is required)
- Must be able to cope with long, busy lineups and stay calm under pressure

“The Traffic Cop”

Line Control Assistant

PLEASE NOTE THE CHANGES THIS YEAR IN THE RECRUITMENT PROCESS

Line Control Assistants are enthusiastic and energetic individuals that manage line flow and guest traffic for Otafest convention areas. They are able to guide patrons to events and are often the first to meet guests and introduce them to the Otafest experience. Line Control assistants are needed in all areas of the convention. Join this team if you like to be organized and in control!

PLEASE NOTE: to increase the quality of our line control volunteers and ensure that they're able to handle stressful lines, we require candidates for line control to go through a pre-screening session currently planned for March 9th. This will be a short “speed dating style” interview process just to ensure that you'll be able to work under pressure.

General duties:

- Assist guests in finding their way around Otafest
- Assist in directing and forming lines for events and rooms
- Ensure guests are content while waiting
- Communicating with Policy Enforcement team members
- Adapting to ever-changing crowds

Useful skills:

- People friendly and willing to speak with guests
- Good customer service skills
- Good with directions
- Team Oriented
- Are able to work under pressure

“The Bodyguard”

Policy Enforcer

Policy enforcers assist in Otafest operations by maintaining a presence at the convention to ensure that the convention policies are followed and that everyone at the convention has a safe and fun time. If you like being out and about while meeting new people, this is your position!

General duties:

- Ensure costume props conform to Otafest guidelines
- Assist in running the Policy Enforcement desk
- Assist guests with inquiries
- Walk through the convention space to maintain a visible presence
- Checking wristbands

Useful skills:

- Observant, energetic, enthusiastic
- Customer service experience

Please be aware that if you're selected for this and are above the age of 18, we may ask you to do late-night shifts (e.g. till midnight shifts)

“The Charitable Guide”

Exhibitor Hall Assistant

Exhibitor Hall assistants have the lovely duty of ensuring that event attendees are directed to their destinations. These knowledgeable volunteers will be constantly interacting with the attendees, whether it be answering their questions, directing them where to go, or encouraging them to donate to our selected charity. If you'd like to be part of the Exhibitor Hall team apply today!

General duties:

- Assist attendees with inquiries
- Checking attendee wristbands
- Monitor traffic flow
- Directing attendees to where they want to go
- Help collect funds for charity

Useful skills:

- Friendly and outgoing
- Energetic and enthusiastic
- Active

“The Performer”

Programming Helper

Programming helpers ensure that Otafest events & panels are running smoothly, efficiently, and oversee that event transitions are seamless. They work with the event coordinators and interact with event attendees in order to provide a safe and fun environment. This position is great for those who enjoy being more involved with the various Otafest events.

General duties:

- Monitoring/supervising assigned events
- Assisting Event Coordinators and Zone Leads
- Assist guests with event inquiries
- Event setup and takedown (including light lifting)

Useful skills:

- Knowledge of special equipment handling (i.e. speakers, computers, sets)
- Personable and friendly
- Observant and aware of surroundings
- Comfortable with large groups of people (over 300 people can be in this space at any given time)
- Fun and outgoing personality

“The Observer”

Gaming Monitor *pun unintended*

Gaming monitors patrol the gaming room grounds to monitor occupancy and assisting attendees with gaming equipment.

General duties:

- Monitoring equipment
- Assisting attendees

- Monitoring occupancy and pedestrian traffic
- Light cleaning
- Setup and takedown

Useful skills:

- Customer service
- Observant and aware of surroundings
- Comfortable with large groups of people (over 300 people can be in this space at any given time)
- Gaming knowledge is an asset but not necessary

“The Charity Helper”

Sketch Drive Cashier

Sketch Drive Cashiers promote and explain the purpose of Sketch Drive (sketches for charity) and encourages patrons to get art from our lovely and talented team of artists.

General duties:

- Promote Sketch Drive and the artists
- Manage the Cashier

Useful skills:

- Customer service and outgoing personality
- Cashier experience / money-handling experience

CONTRACT

Volunteers for Otafest 2019 will be sent a volunteer contract to sign. The contract describes your responsibilities to Otafest as well as Otafest’s commitment to you. **Volunteers who do not return their contract before their first shift may not volunteer at Otafest 2019.**

ORIENTATION

Orientation sessions will be held for all volunteers to ensure that you are prepared for the festival. There are two orientation dates for Otafest 2019: **April 6th 2019 from 1 PM – 3PM, and April 7th 2019 from 5 PM – 7 PM.**

Volunteers who do not attend an orientation session will not be scheduled to volunteer at Otafest 2019. You are responsible for attending at least one of the orientation and Otafest cannot accommodate dates other than those listed.

In the unlikely event that the dates and/or times of training change, you will be notified via e-mail.

IMPORTANT DATES

- Mar 1, 2019 Volunteer applications close
- Mar 9, 2019 Line Control pre-screening interview (Time + location TBA)
- Mar 22, 2019 Selections made – We will notify you if you were selected to volunteer at Otafest 2019.
- Mar 30, 2019 Confirmation Due – We expect you to let us know if you are still interested in volunteering by this date.

- Apr 6, 2019 Orientation (1:00 pm – 3:00 pm)
- Apr 7, 2019 Orientation (5:00 pm – 7:00 pm)
- Apr 27, 2019 Initial schedule sent out for your review.
- May 4, 2019 Final schedule sent out.

E-MAILS

Otafest communicates primarily through e-mail. Check your e-mail regularly and have volunteer@otafest.com on your safe senders list as we have had occurrences in the past where our e-mails have been flagged as spam/junk.

QUESTIONS

If you have any questions or concerns regarding volunteering at Otafest, please e-mail volunteer@otafest.com.