



# CityFolk

## CUSTOMER SUPPORT

By combining Accessibility, Info Booth and Ticket Help volunteers into one team, we've created a trove of festival knowledge! As part of our Customer Support crew, you would be responsible for welcoming the patrons, answering their questions and helping them get on and around the site.

### Info Booth and Ticket Help

Info Booth and Ticket Help will provide frontline customer service to patrons with ticket issues/questions, or patrons picking up Will Call tickets. Volunteers may be positioned in the Info Booth or in one of the roaming positions around the Main Bowl.

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>● Info Booth and/or around festival site: Answer questions about ticket purchases, gate entrances, schedules and directions.</li> <li>● Roaming position; can be located in the main bowl, sitting at the Info Booth or around the front of the festival.</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● Must be <b>18 years of age or over</b></li> <li>● <a href="#">Accessibility Standards Customer Service Training</a></li> <li>● Flexible &amp; energetic</li> <li>● Must work efficiently with a partner, with or without direct supervision</li> <li>● Must have a clear understanding of the site layout</li> <li>● Willing to stand/move for long periods of time and work in all types of weather</li> <li>● Should have a clear understanding of all things festival related</li> <li>● Should feel comfortable answering challenging questions</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>● Strong Customer Service skills</li> <li>● Effective communication skills</li> <li>● Excellent interpersonal skills</li> <li>● Strong sense of direction</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● Knowledge of performers</li> <li>● Detailed knowledge of CityFolk</li> <li>● Bilingualism</li> </ul>



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## Accessibility

CityFolk Accessibility is a team of volunteers who support the festival’s accessibility policies by helping out volunteers and patrons with accessibility barriers around and across our festival grounds.

<p><b>Duties:</b></p> <ul style="list-style-type: none"><li>• Support volunteers &amp; patrons who have physical disabilities to get from point A to point B on the festival site (guiding patrons to certain locations, helping patrons find seating, etc.)</li><li>• Provide details on the best routes to access certain areas of the site</li><li>• Complete a post-festival report or attend a post-festival meeting to document and/or share findings on accessibility of the site from both a patron &amp; volunteer perspectives</li><li>• Identify and report accessibility issues and work with the team leaders to help resolve them</li></ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"><li>• Must be <b>18 years of age or older</b></li><li>• <a href="#">Accessibility Standards Customer Service Training</a></li><li>• Police Record Check for Service with the Vulnerable Sector</li><li>• Individuals who are reliable and compassionate</li><li>• Must work efficiently with or without direct supervision</li><li>• Work in all types of weather conditions</li></ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Exceptional attention to detail</li><li>• Engaging and personable with problem solving skills</li><li>• Knowledge of festival and site</li></ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"><li>• Bilingualism</li><li>• Customer Service experience</li></ul>