

# VOLUNTEER POSITION DESCRIPTION

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**Volunteer Position:** Festival and Events, Event Helper – Customer Service  
**Reporting To:** Festival and Events Specialist, 519-747-6125

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## Objective

- Help deliver safe, enjoyable City of Waterloo Festivals and Events

## Responsibilities

- assist staff and event partners with operations that may include customer service, ticket selling, clearing tables, assisting vendors as needed, keeping the site tidy and event staging
- provide information and assistance to the public attending the event or assist with line management
- circulate to a new area as needed, to ensure adequate coverage for breaks or emergencies
- abide by all rules and regulations from the Region of Waterloo, Public health re: COVID-19
- Act honestly, in good faith and in the best interests of the organization
- follow the City of Waterloo safety first city volunteer guidelines

## Time, Place and Commitment

- assist with City of Waterloo Festivals and Events as scheduled
- shifts average 4 hours
- various locations in UpTown Waterloo

## Training and Orientation

- City of Waterloo staff provide orientation and training
- Complete any additional health & safety training, as required

## Qualifications

- courteous, helpful and responsible person with a neat appearance
- minimum age 14 with parental consent under 18
- some events 18+ only, if a licensed event
- good communication and interpersonal skills, team player, willing and able to accept direction
- enjoy working with the public
- mobile and able to be outdoors in adverse weather (e.g. very hot or raining) for entire shift
- able to work with minimal supervision, to problem-solve effectively and be calm under pressure

## Benefits

- opportunity to network with a wide variety of people, while contributing to our community
- eligible for City of Waterloo Community Builders Awards Program

## Screening Requirements

- apply as a City of Waterloo volunteer, provide 2 references, sign agreement and waiver
- a pre-volunteering telephone interview may also be required, to ensure a good placement fit
- placement or continuation in this volunteer position is at the discretion of the staff supervisor

## Additional Information

- must wear proper clothing, closed footwear and any required safety equipment
- volunteers must not handle alcohol or perform tasks requiring the skills of a licensed tradesperson
- success of placement is subject to review

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**Volunteer Services:** PO BOX 337, Station WATERLOO, Waterloo, ON N2J 4A8; [volunteer@waterloo.ca](mailto:volunteer@waterloo.ca); [www.waterloo.ca/volunteer](http://www.waterloo.ca/volunteer)