

## FESTIVAL OFFICE

### TEAM TITLE

Festival Office

### TEAM CO-ORDINATOR

Michael Lightfoot, Darri Adamson & Beryl Pedvin

### PLACE & TIME REQUIREMENTS

From Friday before the festival through to Wednesday after the festival

### NUMBER OF VOLUNTEERS IN TEAM

The Festival Office Team and has approximately 50 volunteers in the team.

### PURPOSE OF TASK (RELATIONSHIP TO THE FESTIVAL)

The Festival Office is generally considered to be the 'hub' of the Festival. The Office provides administrative support to Festival personnel as well as being a point of information for Performers, Stallholders and the general public.

At the Shift Managers discretion, volunteers may be rostered to work in the

- \* Festival Office or at the Festival Office Counter
- \* Information Van (located at the Palladium gate)
- \* Lost property area

### CONCISE DESCRIPTION OF DUTIES & RESPONSIBILITIES:

Under the direction of the Office Shift Manager, Volunteers will:

- Provide support and administrative assistance to the Shift Manager
- Provide information to the public, Festival personnel, Stallholders etc via the Front Counter and telephone or Information Van
- Accurately record messages and distribute to Co-ordinators and other personnel
- Assist with filing and other administrative activities as required
- Ensure that telephone inquiries are handled professionally and efficiently
- Keep the Office in a clean and tidy condition

### SPECIAL SKILLS OR TRAINING REQUIRED

Volunteers should have:

- Excellent inter-personal skills
- Excellent customer service skills
- A clear knowledge of basic Festival Information
- An understanding of the Festival 'chain-of-command'
- A sense of humour!!

### ORIENTATION REQUIREMENTS

We encourage all Festival Office Team members to attend the Volunteer orientation day on the Sunday before the Festival begins.