

2024 Description of Volunteer Duties

The following duties outline the main responsibilities of each area.
New duties may be added as required.

Front of House (gate/front of venue)

Regular Hours of Operation: 6pm - 11pm

Location: Victoria Park

Coordinators: Scott Giesbrecht, Tanya Giesbrecht & Daphne Lowden

- Greeting/customer service
- Ticket scanning/wrist banding/ guest list
- Provide Festival information to concert attendees
- GATE SECURITY – ensure no one enters without a ticket or wristband
- GATE SECURITY – ensure outside food and drinks are not brought into the venue on paid ticketed days
- Use capacity-counter to record attendance on Free Days, and provide total to SJF staff nightly

Beer Tent

Regular Hours of Operation: 1pm - 11pm (Various start times, shifts and length of shifts)

Location: Victoria Park (Across from the Royal Canadian Legion, Spadina Cres. W)

Coordinators: Sandra Billinsky & Dale Babuik

- Must be 19 or older to serve alcohol.
- Servers – provide quick and friendly service
- Floaters – keeping tables clean and garbage/recycling bins emptied at all times
- May require some heavy lifting. Clean up at the beginning and end of each shift
- Serve It Right Course (recommended, but not required)
- Restock supplies and coolers
- Traffic Flow, avoid long line ups

Stage Management

Regular Hours of Operation: various

Location(s): Various venues and stages

- Welcome and pay artists
- Stage coordination
- Artist hospitality
- Festival announcement cues
- May involve some public speaking
- Backstage Security

Satellite Management:

1. The Neighborhood Pop-up Program

Regular Hours of Operation: 11am - 7pm Location(s):

Various outdoor locations throughout the city

- Outdoor free stages in Saskatoon
- Place chairs and signage at stage | Stage coordination
- Provide Festival information to public, distribute promotional material
- 50/50 sales (new in 2024)
- Some MC duties may involve public speaking

2. Outreach

Regular Hours of Operation: 12pm - 4pm

Location(s): Various care homes across Saskatoon

- Community shows in care homes, payment of artists, and liaison with recreation directors
- Excellent people skills
- Some MC duties may involve public speaking
- Provide Festival information to public, distribute promotional material

3. The Bassment

Regular Hours of Operation: 7pm - 11pm

Location: The Bassment, 202 4th Ave North

Coordinators: Carol Copeland & Peter Filipowich

- Greeting/customer service
- Provide Festival information to concert attendees
- Artist liaison
- Ticket scanning / Stamp concert attendees
- Sell artist merchandise
- Artist hospitality
- All shows:
 - Doors @ 7:00, Show @ 8:00, 2 x 45 Minute Sets with 1 x 15 - 20 minute intermission
 - Shows will end at roughly 9:45 pm each evening with a capacity of 175 ppl

4. The Maurice Drouin Lounge

Regular Hours of Operation: 9pm – 12:30am Location: TBD

- Greeting/customer service
- Provide Festival information to concert attendees
- Artist liaison
- Sell artist merchandise
- Artist hospitality

50/50 Ticket Sales

Regular Hours of Operation: 12pm - 11pm

Location: Victoria Park

Coordinator: Judy Thomas

- Electronic 50/50 ticket sales
- Handle cash, debit, credit card transactions
- On your feet for most of the shift
- Excellent people and math skills
- Customer service and attention to detail is a must
- Must attend training session

Transportation

Regular Hours of Operation: various shifts

Location: Transportation Centre, Royal Canadian Legion (606 Spadina Cres. W)

Coordinators: Jeff Gould & Kevin Billinsky

- Must hold a valid driver's license and have acceptable references
- Meet musicians at the airport and drive them to the hotel
- Assist musicians with equipment and luggage (some heavy lifting)
- Transport musicians to sound checks, media interviews and performances
- Provide standby support for running errands
- Provide standby support for emergencies
- Shift hours vary, can include very early mornings and late evenings
- Provide various pick-ups and drop offs for the festival
- Sign a Driver's Abstract form by June 15th

Hospitality

*Regular Hours of Operation: Varies,
from sound check-to ShowTime.*

*Locations: TD Main Stage & Free Stage
in Victoria Park*

Coordinators:

- Welcome and greet musicians when they arrive for sound check and later for performance
- Customer service and attention to detail is a must
- Arrange and pick up hospitality items as per the artist contract rider from RCL
- Artist liaison and run errands if required
- Setting up/cleaning green rooms/empty garbage bins into larger bin backstage
- May require some heavy lifting
- Managing hospitality stock
- Correspond with artists and their tour managers to coordinate day-of-show schedules, riders and meal buyouts in the weeks leading up to the show date
- Transporting riders (food, drink, water, etc.) to the Artist Green Rooms from the Royal Canadian Legion. Return rider items back to RCL kitchen
- Shift length varies. Some require long hours waiting for the musicians to leave their tent.

Volunteer Centre

Regular Hours of Operation: 9am – 11:30pm (3-4 shifts daily)

Location: Volunteer Centre, Royal Canadian Legion Hall (606 Spadina Cres. W)

Coordinators: Gwen Lancaster & Marcy Waldner

- Customer service for the volunteer force, general public, and musicians
- Centre for Artists and Vendors to pick up parking passes, t-shirts, etc.
- Be on-site and “hold down the fort” for any drop-offs, pick-ups
- Direct media to SJF staff
- Information centre

Merchandise Sales

Regular Hours of Operation: 12pm - 11pm

Location: Victoria Park (Various shifts)

Coordinator:

- Sell artist and Festival merchandise
- Handle cash, debit, credit card transactions
- Customer service and attention to detail is a must, tracking, math & inventory skills
- Provide Festival information to public
- Complete sales and inventory count reports
- Liaison with Tour Managers about Artist Merch
- Stock area and keep it neat and tidy

VIP Tents & Sponsor Tent

Regular Hours of Operation: 3pm – 10:30pm

Location(s): Victoria Park VIP & Sponsor

Tents

- Take inventory nightly. Restock daily.
- Bartending, selling tickets (*depending on the client)
- Excellent people skills. Ensure our clients are having a fun time.
- Confirm daily if bar is “cash bar” or “host bar”, and plan accordingly
- Clean, hang up and take down signage
- Excellent problem-solving skills

Set up and Take Down

Regular Hours of Operation: 10am - 5pm (Various shifts and start times)

Location: Victoria Park

There is usually about 3-4 days of set-up and about 2 days of take down.

Coordinator: Nancy Fritz

- Set-up/take down equipment and other items
- Set up/take down tables/chairs/tents, decorate tents
- Clean, hang up and take down signage
- Ensure items do not get stolen or damaged
- Deliver resources to different festival areas
- Take inventory. Organize storage units.
- Tasks could be physically demanding and may require teamwork
- Excellent problem solving skills
- Some heavy lifting for those whom are capable, not required for all
- Marketing & Communications staff to assist with signage

Accessibility

Regular Hours of Operation: 1pm - 11pm

Location: Victoria Park

Coordinators: Bryce Allan

- Excellent people skills
- Patience, be caring, sensitive
- Offer folks moving slowly a ride
- Confidence driving a golf cart and escorting guests with accessibility or mobility issues to the festival site
- Liaison with group homes and individuals for drop off times, parking, etc.
- *We do not manually lift people, we offer rides and support

Family Fun Zone (Art-Fun-Market):

Regular Hours of Operation: Free Days

Open to close

MainStage Days: Limited hours

Location: Victoria Park

Coordinators: Beverley

- Excellent people skills
- Patience, be caring, sensitive
- Oversee "Art By The River" + "The Artisan Market" + the all-ages games area
- Encourage folks to play and take part
- Ensure folks are using the games in a safe way

Volunteer Security

Regular Hours of Operation: 1pm to 11pm

Various shifts

Location: Victoria Park & Royal Canadian Legion

Supervisor: Jeffery Culbert

- Excellent people skills
- Monitor the Emergency Exits, Artist Entry and RCL parking lot
- Ensure only authorized folks are entering/exiting
- Must be 19 years of age and mature
- Someone who is comfortable with confrontation, but not confrontational
- Report any suspicious behavior to **Jeffery and security team**

Cashiers

Regular Hours of Operation: Weeknights 4pm – 10:30pm, Weekends 12pm-10:30pm

Location: Victoria Park

*Coordinators: Jenn & Laura *(SJF Staff)*

- *Retail or banking experience required. **Training provided
- Sell beverage tickets
- Excellent people skills
- Excellent problem solving and math skills
- Money handling and Credit/debit machine knowledge
- Check in with finance team beginning and end of each shift

Promotion Crew (Posters/Programs)

- Put up posters and distribute promotional material across Saskatoon
- Shifts commence in May, running until the festival begins
- Assist with venue signage drop-off in various locations (in the days leading up to the festival), and signage pick up (post festival)
- Festival “Street Team” assisting with promo & handing out materials in downtown Saskatoon during the 10 days of the festival
- Please email Naomi at naomi@saskjazz.com directly to see what duties and tasks are available.

Office Support

Available throughout the year

Location: Saskatchewan Jazz Festival, Suite #400 - MacMillan Building
135-21st St. E, Saskatoon, SK

- Clean, hang up and organize our storage room
- Take inventory of t-shirts (organize merchandise by size & style)
- Go through keys and locks, and then downsize accordingly
- Ensure “Event Kit” is stocked
- Label boxes for proper venues
- Declutter, recycle, organize
- Reach out to food vendors, booths, build the family fun area with support from staff
- Site Maps: Work closely with Jeff to create the 2024 site maps. *Graphic/computer skills an asset
- Please email Jeff at jeff@saskjazz.com directly to see what duties and tasks are available