

CALGARY FOLK MUSIC FESTIVAL

Volunteer Crews
2024 Calgary Folk Music Festival

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Welcome to choosing your crew!

We are excited to have you. Please take a look through the crews, and some of the suggestions. Please note the time commitment doesn't include any orientations or training. Some crew suggestions:

Preference, Skill, Accessibility Info	Crew Suggestions
I am under 18	<ul style="list-style-type: none"> ● 13+ <ul style="list-style-type: none"> ○ Waste Diversion, Pot Washing, Snack Bar/Beverage ● 14+ <ul style="list-style-type: none"> ○ Food Servers ● 15+ <ul style="list-style-type: none"> ○ Cold Food, Music & Merch ● 16+ <ul style="list-style-type: none"> ○ Instrument Lock-Up, Stores, Folk Buddies, Family Area, Lamp Lighters, Signage, Eco Set-Up & Strike
I require the ability to sit throughout my shift	Artist Drivers, Artist Logistics, Dispatch & Logistics, Admin. Services, Main Gate Security
I require the ability to sit occasionally during my shift	Site Transportation, Lost & Found, Production Office, Backstage Production Security
I like to roam and stay on my feet	50/50, Main Field Security, Folk Buddies, Rovers
I prefer to be outside	Waste Diversion, Island Box Office, Main Field Security, Main Gate Security, Set-Up & Strike
I prefer to be inside	Hotel Artist Liaison, Dispatch & Logistics, Admin. Services, Office Support
I'm comfortable handling money and transactions	Beer Garden Cashiers, Cashiers, Program Sellers
I cannot do heavy lifting	Dispatch & Logistics, Main Gate Security, Backstage Production Security, Stage Security
I can do heavy lifting	Backline, Festival Stages, Side Stage Set-Up, Site Logistics, Tents, Set-Up & Strike
I prefer to complete my hours before and after the Festival	Office Support, Side Stage Set-Up, Site Logistics, Site Kitchen/Tear Down, Tents, Eco Set-Up & Strike
I like interacting a lot with patrons and other volunteers	Beer Gardens, Waste Diversion, 50/50, Food Servers, Lost & Found
I prefer to work behind-the-scenes	Backline, Site Stewards, Cold or Hot Food, Pot Washing, Signage


I'm a nightowl	Festival parties
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Certifications

Some crews require special certifications to be a part of them. Types of certifications you can expect:

Type of Certification	When to expect
Police Information Check	Crews that deal with money in any form (cash, terminals, tickets) or interact with children
Safe Food Handling	Crews that handle food
Pro-Serve	Crews that serve or interact with alcohol
Valid Driver's License	Crews that require operating a motor vehicle (golf carts, vans, etc)
Driver's Abstract	Crews that require driving on city roads
Interview/Resume/Portfolio	Crews that require specific experience
Miscellaneous	Crews may require additional requirements. Check the full crew description for more details.

Crews in Artist Liaison

Management Area	What do these crews do?	What would make you a good fit?
Artist Liaison 	Supporting the artists	<ul style="list-style-type: none"> • Experience working in a fast-paced environment • Professional attitude • Good understanding of the layout of the Festival

Artist Logistics

This crew was known previously as Artist Transportation, and is now split into two separate crews: Artist Logistics and Artist Drivers

Description	The Artist Logistics crew is responsible for providing Artist Drivers with information about pickups and dropoffs. They work out of the Westin and dispatch information.
Tasks	Organize and communicate airport pick-up & drop off times; organize shuttle service between the hotel and Festival grounds; triage special travel requests
Requirements / Skills	Experience/comfortable with Excel, customer service skills, critical thinking and problem solving
Minimum Age	18
Work Days	Wednesday pre-fest to Monday post-fest
Time Commitment	18 hours

Artist Drivers

This crew was known previously as Artist Transportation, and is now split into two separate crews: Artist Logistics and Artist Drivers

Description	The Artist Drivers crew is responsible for providing artists with safe transportation before, during and after the Festival in cargo vans.
Tasks	Airport pick-up & drop off; Shuttle service between the hotel and Festival grounds; Special travel requests
Requirements / Skills	Valid class 5 driver's license; driving abstract; comfortable driving large vehicles; own a mobile device; experience driving downtown an asset
Minimum Age	25
Work Days	Wednesday pre-fest to Monday post-fest
Time Commitment	20-24 hours

Festival Parties

Description	The Festival Parties crew works at the Westin Hotel to ensure the Volunteer Parties run smoothly and that everyone has a fun and safe time.
Tasks	Door/wristband check; Coat check; Bussing tables & monitoring area cleanliness; Artist support; Floating
Requirements / Skills	Must work both shifts
Minimum Age	18
Work Days	Saturday and Sunday of the Festival (9 pm to 3 am each night)
Time Commitment	12 hours

Hotel Artist Liaison

Description	The Hotel Artist Liaison crew works offsite, at the Westin Hotel. This crew is responsible for greeting artists as they arrive for the Festival, and providing them with welcome packages.
Tasks	Greeting guests; Assemble and distribute artist packages; Explaining Festival logistics; Answering questions; Serving food
Requirements / Skills	Safe Food Handling Certificate; interview required
Minimum Age	18
Work Days	Wednesday pre-fest to Monday post-fest (load in/out). One additional Sunday shift for Package Assembly (~4 hr shift)
Time Commitment	22 hours

Instrument Lock-Up

Description	The Instrument Lock Up crew is responsible for ensuring artists instruments are tagged and stored safely and securely.
Tasks	Receiving & inventorying all instruments that artists bring with them
Requirements / Skills	Physical strength (ability to carry heavy equipment up and down stairs is essential); professionalism
Minimum Age	16
Work Days	Festival days, Thursday to Sunday
Time Commitment	16 hours

Island Artist Liaison

Description	The Island Artist Liaison crew helps performers navigate the Festival while on site. They work directly with performers to provide them with useful information and assist them in any way they can.
Tasks	Stocking & maintaining dressing rooms; Answering artists questions; Warehousing and distribution of drinks; Wrangling artists for sessions, interviews, staff communication, etc
Requirements / Skills	Pro-Serve certification; Food Handling; interview required; professionalism; knowledge of the Festival site; must have at least one year of CFMF volunteer experience; ability to carry heavy equipment
Minimum Age	18
Work Days	Festival days, Thursday to Sunday; potential for some pre/post shifts
Time Commitment	16 hours


Massage

Description	The Massage crew provides massage services for Festival artists.
Tasks	Providing massage services; Assisting with laundry service
Requirements / Skills	Massage Therapist Certificate
Minimum Age	18
Work Days	Festival days, Thursday to Sunday
Time Commitment	16 hours

Program Writers

Description	The Program Writers crew is responsible for the Festival's program book artist bios, articles, and general content (including acrostics, articles, and information), writing and editing the program from March – the end of June.
Tasks	Write and edit assigned artist bios
Requirements / Skills	200 word artist bio and interview required
Minimum Age	18
Work Days	Writing: March; Editing: beginning of April; General content confirmation and editing: May/June
Time Commitment	25 hours

Crews in the Beer Garden

Management Area	What do these crews do?	What would make you a good fit?
Beer Garden 	<p>Quenching our thirst</p>	<ul style="list-style-type: none"> • Great customer service skills • Positive and extroverted attitude • Professional demeanor and willingness to keep to rules and regulations


Beer Garden

Description	Beer Garden volunteers work hard and play hard! We work in a fast-paced environment, and are on our feet for hours at a time. Volunteers in this area are responsible for serving patrons in the public Beer Garden space
Tasks	Set-up & tear down; Maintaining a clean space; Interacting with patrons; Pouring and serving alcoholic beverages; Chopping fruit & making sangria; Bussing tables
Requirements / Skills	Pro-Serve certification; some physical strength; ability to stand for long periods of time
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday, and Monday after the Festival
Time Commitment	20 hours

Blue Room Bar

Description	The Blue Room Bar is a fun, social, and very active volunteering position. Located behind the Main Stage, this crew serves alcoholic beverages to guests of the Artist Lounge.
Tasks	Set-up & tear down; Maintaining a clean space (bar area and tables in the blue room); Interacting with patrons; Pouring and serving alcoholic beverages; Restocking as needed; Chopping fruit & making sangria
Requirements / Skills	Pro-Serve certification; some physical strength; previous experience on Beer Garden crew; Interview required; Professionalism; Ability to stand for long periods of time
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday, and Monday after the Festival
Time Commitment	20 hours

Crews in Eco Initiatives

Management Area	What do these crews do?	What would make you a good fit?
Eco Initiatives 	Keeping things green	<ul style="list-style-type: none"> • Willingness to get your hands (a little) dirty! • Interest in landfill diversion and environmental issues • Great fit for youth & first year volunteers (helps you learn the lay of the land)

Waste Diversion

This crew was known previously as Environment, and is now split into two separate crews: Waste Diversion and Eco Set-Up & Strike

Description	The Waste Diversion crew is responsible for managing all waste generated on the festival grounds throughout the duration of the festival. The aim of the crew is to divert as much compostable and recyclable material as possible from the landfill by overseeing all disposal points throughout the festival (Eco Stations) and educating festival participants on how to dispose of their waste properly.
Tasks	Educate festival patrons on which waste stream their waste belongs in and direct festival patrons to dispose of waste properly; Pick litter and empty waste carts; Respond to waste spills or messes on festival grounds; Sort waste post-disposal; Facilitate waste pickups by a waste hauling company
Requirements / Skills	Willingness to talk to and direct patrons; Willingness to work with trash and get your hands (a bit) dirty; Able to stand for long periods of time; Physical strength is an asset; Experience driving carts and/or trailers is an asset
Minimum Age	13
Work Days	Festival Days; Thursday to Sunday
Time Commitment	16 hours


Eco Set-Up & Strike

This crew was known previously as Environment, and is now split into two separate crews: Waste Diversion and Eco Set-Up & Strike

Description	The Eco Set-Up & Strike crew is responsible for setting up and tearing down areas of the festival relevant to the operations of the Waste Diversion crew and the Eco Initiatives management area.
Tasks	<u>Pre-festival</u> : Set up the eco compound, eco stations, butt-out areas, vendor alley disposal area, and other backline areas as necessary; Sign out carts to

	backline areas and create a map of all carts across festival grounds; Move waste carts by hand or by loading and driving a golf cart with trailer. <u>Post-festival:</u> Teardown eco stations and collect all carts and other eco resources from festival grounds; Move (potentially full) waste carts by hand or utilizing a golf cart and trailer; Sort waste post-disposal; Take inventory of all supplies, tools, and resources; Pack all eco resources onto pallets for shipment and storage; Pick litter
Requirements / Skills	Minimum 2 years experience on waste diversion crew; Available during business hours; Physical strength is an asset; Able to drive cart, Experience driving with a trailer is an asset
Minimum Age	16
Work Days	Pre-festival Tue, Thu, or Fri; Pre-festival Wednesday; Post-festival Monday and Tuesday
Time Commitment	24+ hours

Crews in Hospitality

Management Area	What do these crews do?	What would make you a good fit?
Hospitality 	Feeding our folks	<ul style="list-style-type: none"> • Previous experience or interest in the food industry • Team player and willingness to learn • Works well under pressure

Blue Room Food

Description	The Blue Room Food crew serves food and non-alcoholic beverages to guests in the Artist Blue Room.
Tasks	Obtaining food & supplies; Preparing food trays & beverages; Clearing tables, washing dishes; Maintaining a clean work space
Requirements / Skills	Safe Food Handling Certification; Professional attitude; Interview required
Minimum Age	18
Work Days	Site walk Wednesday before the Festival, Festival Days: Thursday to Sunday, Monday after the Festival
Time Commitment	16 hours

Cold Food

Description	The Cold Food crew prepares and serves delicious salads for daily lunch and dinner service (offered to volunteers, artists & staff).
Tasks	Slicing, dicing, mixing & blending; Stocking the salad bar; Maintaining a clean work space; Cooking
Requirements / Skills	Safe Food Handling Certification; Comfortable handling a knife; Some physical strength; Can comfortably stand for 4 hours
Minimum Age	15
Work Days	Wednesday (pre-Festival), Thursday, Friday, Saturday & Sunday (must be able to work a minimum of 3 out of the 5 days)
Time Commitment	16 hours

Food Servers

Description	The Food Servers Crew serves hot food portions to guests in the Hospitality areas (volunteers, artists & staff).
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Tasks	Assist with set up; Welcome & check-in Hospitality guests; Serve hot food portions to Hospitality guests; Assist with take-out meal prep
Requirements / Skills	Safe Food Handling Certification
Minimum Age	14
Work Days	Festival Days: Thursday to Sunday
Time Commitment	16 hours

Hospitality Site

Description	The Hospitality Site crew is responsible for the set-up, maintenance and teardown of the Hospitality area.
Tasks	Packing & transporting equipment & materials to and from the warehouse and site; Assembling the kitchen and ancillary areas that provide food to Festival volunteers, artists and their supports, and those who provide significant support and contribution to the Festival; Build a functional kitchen; Assembling pre-built flooring panels, assembling racks and prep tables, installing sinks & plumbing the water and waste water system, installing ovens & cookers and connecting them to a gas supply; Assembling tables & chairs in the dining areas, connecting equipment to electrical service; Maintenance and support the hospitality systems during the Festival
Requirements / Skills	Physical strength; comfortable using hand and power tools; available during business hours
Minimum Age	18
Work Days	Shifts from Friday before the Festival to Tuesday after. At least one weekday shift is required.
Time Commitment	27 hours

Hot Food

Description	The Hot Food crew is responsible for the prepping and cooking of hot food items for the Hospitality area meals (for volunteers, artists & staff)
Tasks	Cutting of vegetables; Handling raw and cooked meats; Preparation of marinades & sauces
Requirements / Skills	Safe Food Handling Certification; tolerant working in heat; commercial kitchen skills preferred but not required; ability to perform physical tasks such as heavy lifting and prolonged standing
Minimum Age	18
Work Days	Festival days: Thursday to Sunday

Time Commitment	16 hours
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Pot Washing

Description	The Pot Washing crew cleans the pots and dishes used to make food for all of the volunteers, artists and staff.
Tasks	Washing pots, pans, & other cooking equipment
Requirements / Skills	
Minimum Age	13
Work Days	Festival days: Thursday to Sunday
Time Commitment	16 hours

Site Kitchen / Tear Down

Description	The Site Kitchen / Tear Down crew prepares and serves lunch to the set-up & strike crews of the Festival.
Tasks	Serving hot food portions to volunteers; Maintaining a clean work area; Set-up and tear down of temporary Hospitality area
Requirements / Skills	Safe Food Handling; available during business hours
Minimum Age	18
Work Days	Weekdays before and after the Festival: pre-festival Saturday, Sunday, Monday, Tuesday, Wednesday, post-festival Monday, Tuesday.
Time Commitment	23 hours

Snack Bar & Beverage


Description	Volunteers on the Snack Bar & Beverage crew prepare and serve non-alcoholic beverages and snacks for the volunteers and artists in the Hospitality area.
Tasks	Preparing & serving non-alcoholic beverages; Preparing & serving snack items for other crews; Serving desserts and breads at the 4 major meal hours; Pack up snack area the last night of Festival
Requirements / Skills	Safe Food Handling Certification; moderate physical strength (40 lbs)
Minimum Age	13
Work Days	Wednesday afternoon and Festival Days, Thursday to Sunday

Time Commitment	16 hours
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Stores

Description	The Stores crew is in charge of storing and controlling the inventory required to feed Festival volunteers and artists.
Tasks	Coordinate packaging and pick up of volunteer meals for specific crews; Oversee food trailers & equipment; Assist Hospitality volunteers to help find proper supplies; Check refrigerator temperatures hourly; Stores Team members are sometimes needed to pitch in to assist other crews in the Hospitality area for short periods of time.
Requirements / Skills	Safe Food Handling Certification; Drivers license; Moderate physical strength (40 lbs) Our crew is a very active one - we are on our feet for much of our shifts. Especially during pre and post festival shifts, a fair amount of physical activity can be expected. Must be able to lift and carry boxes weighing up to 20 lbs). Ideally, volunteers should be prepared to use the occasional (power) tool and operate a golf cart.
Minimum Age	16
Work Days	Sunday before Festival to Monday after Festival
Time Commitment	18 hours

Crews in Island Admin

Management Area	What do these crews do?	What would make you a good fit?
<p>Island Administration</p> 	<p>Handling our money</p>	<ul style="list-style-type: none"> • Previous experience with cash handling, transactions, or accounting • Detail-oriented and precise • Excellent customer service and problem solving skills

50/50

Description	The 50/50 crew sells CFMF 50/50 tickets to patrons and volunteers in pairs throughout the Festival.
Tasks	Selling 50/50 tickets (periodically in-tent and always roaming); Approaching patrons & volunteers and answering inquiries
Requirements / Skills	Police Information Check; Ability to walk and stand for duration of shift in various weather conditions; Money counting experience & basic math skills; Comfort operating a payment terminal; Comfort and enthusiasm initiating conversation with diverse populations and audience members; Comfortable speaking loudly and clearly; Sales orientated and outgoing personality; Ability to multitask; Personal cell phone; Interview required for new volunteers only
Minimum Age	18
Work Days	Everyday of the festival, plus an in-person site walk the Wednesday
Time Commitment	18-20 hours

Administrative Services

Description	Administrative Services disperses supplies, provides support and confirms accuracy of cash counts for the Festival (merged with Artist Payroll).
Tasks	Disperse cash supplies and confirm accuracy of cash counts; Provide support to the Festival's accounting department; Entering data into a database; Filing & handling money.
Requirements / Skills	Police Information Check; Money handling experience; confident working with numbers; Detail oriented
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday

Time Commitment	16 hours
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Beer Garden Cashiers

Description	Beer Garden Cashiers sell the tickets for beverages at a stationary location behind a Square register in the Beer Garden and Blue Room Bar, or wander in the Beer Gardens selling tickets on the floor.
Tasks	Selling tickets as a floor seller; Selling tickets at a booth; Counting and reconciling cash; Handling cash, credit & debit transactions; General customer service, answering questions
Requirements / Skills	Police Information Check; Pro-Serve certification; ability to walk for long periods of time; cash handling experience; Comfortable talking to the public; Enjoy helping others and ensuring attendees have a great festival experience; Ability to calculate purchase costs for tickets and make appropriate change for transactions
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	18 hours

Cash Register Support

Description	The Cash Register Support crew is responsible for identifying the number of cash registers and associated devices, programming the cash registers and devices, providing training to crew coordinators and front-line volunteers, installing the devices on island, supporting the devices during Festival, and packing up the devices at the end of Festival.
Tasks	Identify technology requirements; Program / set-up devices and install them on Island; Provide technical support for cash registers / devices; Pack up devices on Island, Provide training to Crew Coordinators and frontline volunteers
Requirements / Skills	Police Information Check
Minimum Age	18
Work Days	Project-based
Time Commitment	27 hours

Cashiers

Description	Cashiers work all over the Island, selling various Festival products, including records, t-shirts, Festival tickets and more.
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Tasks	Sell Festival products; Count and reconcile money; Interact with patrons and answer questions; Handle credit & debit transactions; Occasionally handle cash
Requirements / Skills	Police information check; A strong command of the English language is recommended; Volunteers must be comfortable handling money and using technology, including touch screens and simple electronic devices; Ability to stand for long periods of time; Strong customer service skills.
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16 hours


Island Box Office

Description	The Island Box Office crew prepares patrons for entrance to the Festival.
Tasks	Scan digital and printed tickets; Fasten wristbands around patrons' wrists; Interact with patrons; Assist with ticket issues; Work with Safety & Security volunteers to guide patrons through the main gate checkpoints
Requirements / Skills	Police Information Check; ability to stand for long periods of time
Minimum Age	18
Work Days	Wednesday night training and Festival Days, Thursday to Sunday
Time Commitment	16 hours

Program Sellers

Description	The Program Sellers crew sells and distributes Festival programs, and acts as ambassadors for the Festival.
Tasks	Handle & reconcile cash; Sell Festival programs; Answer questions; Give directions
Requirements / Skills	Police Information Check; ability to stand for long periods of time; comfortable handling cash; expected to learn material in Festival program; moderate physical strength; interview required
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16 hours

Crews in Marketing

Management Area	What do these crews do?	What would make you a good fit?
 <p>Marketing</p>	Making us look good	<ul style="list-style-type: none"> • Previous marketing, promotional, or sales experience • Familiarity with the Festival as a whole • A good eye!

Distribution

Description	Members of the Distribution crew assist with the promotion of the CFMF by distributing posters and flyers throughout the city.
Tasks	Distribute posters and flyers in assigned locations
Requirements / Skills	Ability to access specific communities in Calgary; ability to walk for long periods of time; willingness to talk to local shop owners; must complete 50-75 poster/brochure drops based on designated location; act as ambassador for the Festival
Minimum Age	18
Work Days	Pre-Festival, April to June
Time Commitment	Project-based; approx. 20 hours

Folk Buddies

Description	The Folk Buddies are roving CFMF goodwill ambassadors. They answer questions and provide support for guests and patrons.
Tasks	Provide Festival, Festival Hall & Block Heater awareness; Act as spot savers for the Main Gate lineup (so patrons can go to the bathroom); Answer questions; Provide directions
Requirements / Skills	Outgoing personality; ability to walk for duration of shift; must own & carry cell phone
Minimum Age	16
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16 hours

Media Tent

Description	The Media Tent acts as a liaison between artists and media representatives.
Tasks	Schedule and confirm interview requests; Escort media, as needed; Act as a point of contact for questions from the media
Requirements / Skills	Media relations and/or professional communications experience; Comfortable working with a computer and using Google products; Ability to act professionally in person, through e-mail and on the phone with the media; Customer service attitude; Interview required
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16

Music & Merchandise

Description	Music & Merchandise volunteers assist patrons buying artist and Festival swag.
Tasks	Inventory, stock & display artist and Festival merchandise
Requirements / Skills	Good communication skills, comfortable interacting with patrons; Helpful attitude; Expected to learn about the scheduled artists and their music; Ability to stand/move/bend; Comfortable with basic math
Minimum Age	15
Work Days	Volunteer orientation and site walk on Wednesday evening; Festival Days, Thursday to Sunday
Time Commitment	16 hours

Photography

Description	The Photography crew oversees the documentation of the Festival throughout the weekend.
Tasks	Shooter role: takes pictures of live music, eager crowds, volunteers, etc Search editor role: archive and tag photos
Requirements / Skills	Portfolio application and interview required
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16-32 hours

Promo Crew

Description	The Promo Crew goes into the community to other festivals and events, and promotes the CFMF.
Tasks	Answer Festival, concert, general questions; Sell Festival, raffle & concert tickets; Promote Festival programming
Requirements / Skills	Knowledge of the Festival; outgoing personality; interview required
Minimum Age	18
Work Days	Mostly weekends and weeknights, as well as some weekdays, starting in March and going until December.
Time Commitment	45-50 hours

Social Media


Description	<p>Social Media volunteers report and work directly with the Marketing staff in two primary roles.</p> <p><i>Copywriters:</i> Coordinate with photo team, write copy, post on social channels</p> <p><i>Content Creators:</i> Record video, edit reels, update Instagram story</p>
Tasks	<p>Content Creators: Shoot and share live performances on Instagram. Content Creators are fluent in Instagram reels and able to turn-around quick video edits for our social media feed with a focus on attendee experience, volunteers, and sponsors.</p> <p>Copywriters: Work with staff and volunteers to plan content; write and publish content to social media channels as assigned; work with the photography team to share high-quality images throughout the event; respond and engage with audience on social channels in the moment</p>
Requirements / Skills	Social Media/PR experience; Interview required
Minimum Age	18
Work Days	Commitment to two days of the Festival (either Thursday/Saturday or Friday/Sunday). Project-based hours during the days assigned.
Time Commitment	16-20 hours

Videography

Description	The Videography crew is in charge of filming and editing live performance footage and on-camera interviews for CFMF promotional outlets and partnerships.
Tasks	Camera operation; Film editing; Capturing sights and sounds of the Festival

Requirements / Skills	Video experience; Interview required; Must own or have access to videography equipment
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	22 hours

Crews in Patron Experience

Management Area	What do these crews do?	What would make you a good fit?
Patron Experience 	Magic makers	<ul style="list-style-type: none"> • Comfortable interacting with strangers, including children • Good communication skills • Positive and extroverted attitude

Arts Market

Description	The Arts Market crew helps facilitate the planning and presentation of the Arts Market area at the Festival.
Tasks	Assist vendors with set-up and strike; Provide support to vendors throughout the Festival; Ensure the needs of vendors are met and concerns are addressed; Ensure storage tent contents are safe and secure.
Requirements / Skills	
Minimum Age	18
Work Days	Wednesday before the Festival; Festival days, Thursday to Sunday. All volunteers must work Thursday morning and Sunday evening.
Time Commitment	18 hours

Family Area

Description	Volunteers on the Family Area crew help facilitate family programming at the Festival.
Tasks	Set-up and strike family activities; Facilitate family activities, including: face painting, crafts, etc; Assist performers
Requirements / Skills	Vulnerable Sector Police Information Check (18+ volunteers); comfortable working with children
Minimum Age	16
Work Days	Saturday and Sunday of the Festival (Both days, 8 hr shifts)
Time Commitment	16 hours

Lamp Lighters

Description	The Lamp Lighters crew is responsible for creating and maintaining a large inventory of 50+ handmade lanterns. Volunteers on this crew also lead the lantern parade on Friday, Saturday and Sunday evening.
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Tasks	Repair, maintenance and construction of lanterns; Prepare and load the lanterns for transport to the island and back to the warehouse; Recruit members of the public to participate in the lantern parade; Carry glowing lanterns through the audience of the Main Stage (weigh up to 5lbs); Provide guidance and assistance to participants in the lantern parade
Requirements / Skills	Vulnerable Sector Police Information Check (18+ volunteers)
Minimum Age	16
Work Days	Lantern preparation: early April to beginning of July; Lantern transport: Tuesday and Wednesday pre-Festival and Monday post-Festival; Festival days: Thursday to Sunday
Time Commitment	20 hours

Safer Spaces

Description	The Safer Spaces crew will work in the Safer Spaces tent on-site, triaging the needs of volunteers and attendees who visit the tent, and connecting them with the appropriate service provider.
Tasks	Contributing to the comfort and safety of the tent, including decor and furnishings; welcoming people to the Safer Spaces tent; distributing resources provided; supporting decisions to escalate needs to on-site paramedics, FFSC staff, or emergency services
Requirements / Skills	Interview required; discretion and confidentiality; inclusive and anti-racist values; some direct service (social work, mental health support, peer support, etc.) experience welcome but not required; completion of crew-specific FFSC Safer Spaces training; Vulnerable Sector Police Information Check. Must also complete a Safer Spaces training specific to managing the tent; to include how to respond to disclosure, de-escalate crisis.
Minimum Age	21
Work Days	Thursday to Sunday of Festival, as well as offsite training pre-festival
Time Commitment	16 hours

Signage

Description	The Signage crew inventories and installs the majority of the signage at the Festival.
Tasks	Pre-Fest signage inventory with staff; cleaning & installing signs around the Festival site; monitoring the condition of signage during the Festival; tearing down the signage immediately following the Festival & stacking on pallets for storage
Requirements / Skills	Available during business hours

Minimum Age	16
Work Days	Tuesday and Wednesday before Festival, Festival days: Thursday to Sunday, Monday after the Festival
Time Commitment	24 hours


Special Events

Description	The Special Events crew helps plan, prepare and operate the Nooner corporate event during the Festival, as well as set-up the Blue Room.
Tasks	Set-up & strike the event; Greeter/ticket taker; Bussing tables
Requirements / Skills	Physical strength; available during business hours
Minimum Age	18
Work Days	Festival Days: Thursday morning, Friday morning, Sunday evening
Time Commitment	Project-based

Yoga

Description	The one-person Yoga crew leads and facilitates weekend yoga classes.
Tasks	Set-up and strike teaching area; Facilitate yoga classes
Requirements / Skills	Certified yoga instructor
Minimum Age	18
Work Days	Saturday and Sunday morning of the Festival
Time Commitment	Project-based

Crews in Safety & Security

Management Area	What do these crews do?	What would make you a good fit?
Safety & Security 	Event ambassadors	<ul style="list-style-type: none"> • Good understanding of the layout of the Festival • Comfortable interacting with the public • Experience using a 2-way radio

Backstage Production Security

Description	Volunteers on the Backstage Production Security crew are responsible for the safety of volunteers and artists in the backstage and production areas of the Festival. These volunteers help ensure a safe and welcome environment behind and surrounding areas of the Main Stage.
Tasks	Greet and direct artists to the Artist Liaison or Lounge areas, and any other Backstage wayfinding; Check badge access at secure points and enforce stage security; Provide traffic guidance and safely allow transportation flow at the back end of the island.
Requirements / Skills	Checking badge access; Enforce stage rules to patrons, artists & volunteers. Two-way radio experience or willingness to learn; ability to read passes carefully; ability to stand for long periods of time; great people skills; a desire to share this awesome festival with everyone.
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	18-20 hours

Dispatch & Logistics

Description	The Dispatch & Logistics crew is responsible for relaying information between crews over 5 different radio channels and managing the radios.
Tasks	Listen attentively to messages and relay information to different crews; Sign in and out radios to all crews on the Island; Assist Safety & Security crews as required; Help guide vehicles/buses on and off the Island.
Requirements / Skills	Fluent and confident English speaker, two-way radio experience
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	18-20 hours

Lost & Found / Info

Description	Lost & Found / Info volunteers look after three major areas at their tent: lost & found, lost children and public information.
Tasks	Lost & Found: collect, inventory & distribute items Lost children: act as a safe meeting spot and follow assigned protocol Public information: answer patron inquires
Requirements / Skills	Police Information Check
Minimum Age	21
Work Days	Festival Days, Thursday to Sunday
Time Commitment	18 hours

Main Field Security

Description	The Main Field Security crew maintains a constant presence around the main field so patrons can enjoy the main stage acts safely and peacefully.
Tasks	Oversee the running of the tarps; Supervise main field area for suspicious activity; Answer questions and offer support to patrons, guests and volunteers
Requirements / Skills	Ability to walk for duration of shift; Ability to communicate effectively both over the radio and face-to-face.
Minimum Age	18
Work Days	Minimum of 3 shifts over the 4 days of the festival, including Thursday or Friday plus Saturday and Sunday. Shift scheduling is on a First Come, First Serve basis. Site walk day before the festival.
Time Commitment	18-20 hours

Main Gate Security

Description	Main Gate Security monitors the main point of entrance to the Festival. They ensure all patrons are walking into a welcoming and safe environment. Main Gate is also responsible for various emergency exits and ensuring patrons can exit the grounds in case of an emergency.
Tasks	Ensure that patrons have the appropriate wristbands; Customer service and directing patrons; Bag checks if necessary; General crowd control; Pre-bag checks and crowd-in at the start of each day
Requirements / Skills	Able to interact with patrons and volunteers in a positive and pleasant manner; Comfortable keeping patrons out of unauthorized areas; Able to sit or stand for more than two hours; Comfortable checking patrons' bags; Available to work a variety of shifts, especially including night and evening shifts.
Minimum Age	18

Work Days	Festival Days, Thursday to Sunday, Festival days - up to one hour prior to gates opening and one hour after the music ends.
Time Commitment	18-20 hours


Rovers

Description	The Rovers crew patrols the Festival grounds in groups of two or three volunteers.
Tasks	Patrol Festival grounds; Ensure all guests are safe; Facilitate issues with patrons, volunteers, vendors, artists, etc; Locating lost family members; Patrolling and securing certain areas on the Island; Aiding in Emergency Response on and around the Festival area
Requirements / Skills	Ability to walk for the duration of shift, Friendly disposition, being approachable, interview required
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	18-20 hours

Side Stages Security

Description	Volunteers on the Side Stages Security crew are responsible for the safety of volunteers and artists in the backstage areas of the side stages, and assist in monitoring of fire exits in the areas of these stages. These volunteers help ensure a safe and welcome environment around all of our Side Stages, including the evening Twilight Stage.
Tasks	Greet and direct artists to the backstage areas for the side stages; Check badge access at secure points and enforce stage security; Provide traffic guidance and safely allow transportation flow in backstage areas of side stages; Monitoring fire exits to open gates in event of island evacuation, and ensure no unauthorized entries to Festival site through the fire exits.
Requirements / Skills	Checking badge access; Enforce stage rules to patrons, artists & volunteers; Two-way radio experience or willingness to learn; ability to read passes carefully; ability to stand for long periods of time; great people skills; a desire to share this awesome festival with everyone.
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	18-22 hours

Crews in Site Operations

Management Area	What do these crews do?	What would make you a good fit?
Site Operations 	Building the event	<ul style="list-style-type: none"> • Comfortable with manual labour and using basic hand tools • Team player and willingness to learn • Available during business hours or weekends

Carpentry

Description	The Carpentry crew helps build small items for the Festival.
Tasks	Assembling previously built stairs, platforms & ramps; Build plywood floors to protect grass; Other projects, as needed (building shelves, wooden storage boxes); Occasional moderate lifting
Requirements / Skills	Basic knowledge of carpentry; ability to use a cordless drill and other basic hand tools; available during business hours
Minimum Age	18
Work Days	Shifts usually start the Saturday before the Festival, continue through Thursday and Friday, and teardown on Monday and Tuesday after the Festival. Most work is done on weekdays, during business hours.
Time Commitment	24 hours

Electricians

Description	The Electricians crew helps set up the electrical aspects of the Festival, and keeps the power flowing throughout the event.
Tasks	Physical lifting; Driving golf carts to distribute and run hundreds of feet of extension cords; Mounting light fixtures in the Festival tents; Resetting tripped breakers; Replacing burnout lights and defective extensions cords
Requirements / Skills	Basic knowledge of electrical; comfortable using basic hand tools, volt meter or Voltic and 2-way radios
Minimum Age	18
Work Days	Weekend before Festival to Tuesday after Festival
Time Commitment	16 hours

Production Office

Description	The Production Office crew runs and manages errands for event staff, Site Operations teams and Area Managers
Tasks	Drive an event-rented van to pick up various materials; Sign-out & sign-in sheet for golf carts/keys; Take note of items staff or Area Managers require; Check daily gas & diesel requirements; Contact Production Manager or Site Manager if someone comes into the trailer or radios the office looking for them
Requirements / Skills	Available during business hours; valid class 5 driver's license; Police Information Check
Minimum Age	25
Work Days	Saturday of Festival to Tuesday after Festival
Time Commitment	24 hours

Set-Up & Strike

Description	The Set-Up & Strike crew is responsible for building and dismantling the Festival site, including tents
Tasks	Manual labour; Outside work (rain or shine)
Requirements / Skills	Available during business hours; Must work 2 pre-shifts and 1 post shift; Physical strength
Minimum Age	18
Work Days	Pre-Festival Monday to Thursday and Post-Festival Monday to Wednesday. All volunteers are required to work 2 pre-festival shifts and 1 post-festival shift.
Time Commitment	25 hours

Side Stage Set Up

Description	The Side Stage Set Up crew builds the decking of 4/6 of the side stages for the Festival. The labour on this crew is very intensive, and physical strength is a must.
Tasks	Build side stage decking
Requirements / Skills	Heavy physical strength
Minimum Age	18
Work Days	Wednesday before the Festival, Monday after the Festival
Time Commitment	Project-based

Site Logistics

*This crew is a merger between **Shipping/Receiving** and **Truck Transportation**. If you were on either of these crews in previous years and would like to continue in the same capacity, please choose **Site Logistics** this year.*

Description	The Site Logistics crew is responsible for picking up and delivering various items to and from the Island, and receiving Festival equipment and distributing it around the Island.
Tasks	Moderate lifting (up to 25 lbs); Receiving and tracking Festival equipment ; Distributing Festival equipment; Gathering Festival equipment after Festival and sending it back to a warehouse; Moderate lifting; Packing and unloading vehicles Some crew members: Driving large vehicles
Requirements / Skills	Physical strength; available during business hours Some crew members: Experienced with driving a large truck (ie cube van or larger)
Minimum Age	18 (25 if driving)
Work Days	Friday to Thursday before Festival and Monday to Wednesday after Festival
Time Commitment	24 hours

Site Stewards

*This crew was previously named **Site Maintenance**.*

Description	The Site Stewards crew is responsible for the maintenance of tents, fencing and many other facets of the Festival site during the event.
Tasks	Monitoring the Festival site; Repair broken structures; Modify the Festival site, when necessary (install plywood flooring or wood chips if it rains)
Requirements / Skills	Driver's license; Physical strength
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16 hours

Site Transportation


Description	The Site Transportation crew transports artists, equipment, vendors, merchandise and guests with reduced mobility throughout the Island.
Tasks	Drive golf carts; Transport artists, equipment, vendors, merchandise, and patrons with reduced mobility

Requirements / Skills	Valid driver's license; Must read and sign safe driving document; Physical strength; Two-way radio experience
Minimum Age	25
Work Days	Festival Days, Thursday to Sunday - walkthrough on Wednesday
Time Commitment	16 hours

Tents

Description	The Tents crew is responsible for the set up and strike of the Festival stages and large Festival tents.
Tasks	Moderate to heavy lifting; Using sledgehammers to pound tent pegs into the ground; Working with ropes and knots
Requirements / Skills	Physical strength; available during business hours
Minimum Age	18
Work Days	Saturday & Sunday before Festival, Monday after Festival. Must work all three days
Time Commitment	24 hours

Crews on the Stages

Management Area	What do these crews do?	What would make you a good fit?
 <p>Stages</p>	Making us sound good	<ul style="list-style-type: none"> • Previous stage, sound, or music tech experience is an asset • Team player & follows direction well • Calm under pressure

Backline

Description	The Backline crew ensures that all the right equipment is at each stage for the proper time and show each day.
Tasks	Inventory equipment; Send designated equipment to stages
Requirements / Skills	Physical strength; CSA-approved steel-toed footwear and work gloves are required while on-shift; Comfortable driving golf carts or gators with flatbed trailer attached
Minimum Age	18
Work Days	Wednesday before Festival to Monday after Festival, early morning and daytime shifts on Thursday and Friday
Time Commitment	16 hours

Festival Stages

*This crew was known previously as **Side Stages**.*


Description	The Festival Stages crew consists of experienced and skilled stage hands that ensure the show at each side stage gets started on time and sounding great, and works cooperatively with the team and stage managers to assure musicians' satisfaction with the smooth and efficient stage setup.
Tasks	Listening to Stage Managers instructions; Follow verbal directions, diagrams and layouts as assigned with minimal supervision when setting up the stage; Set up sound equipment and performance related equipment during concert changeovers; Respond promptly and courteously to any last-minute changes; Tear-down and clear away sound/performance equipment after final performance on your stage. Stage experience is essential.
Requirements / Skills	Practical knowledge of sound, lighting, and other stage equipment; Ability to set up stage equipment, move, lift, carry, push, pull and place objects weighing less than or equal to 40 lbs; Follow verbal directions, diagrams and

	layouts as assigned with minimal supervision when setting up the stage. Stage experience and knowledge of how the equipment works is essential.
Minimum Age	18
Work Days	Festival Days, Thursday evenings, Friday evenings, daytime Saturday/Sunday
Time Commitment	20-24 hours

Main Stage

Description	The Main Stage crew is responsible for stage preparation, and music equipment set up and strike on the main stage before, during and at the end of the Festival.
Tasks	Stage preparation; Music equipment set-up and strike; Lifting heavy equipment
Requirements / Skills	Knowledge of stage plots; experience with bands, working with music gear, sound and stage or theater stage management; physical strength
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	24 hours

Crews in Volunteer Services

Management Area	What do these crews do?	What would make you a good fit?
Volunteer Services 	Supporting our teams	<ul style="list-style-type: none"> • Good communication skills • Organized & detail-oriented • Comfortable multitasking and learning new skills

Office Support

Description	The Office Support crew helps support the CFMF staff with various administrative tasks.
Tasks	Selling & printing tickets; Wristband inventory and packaging; Reception support; Data entry & organization; Various tasks as needed
Requirements / Skills	Police Information Check, available during business hours; comfortable using Microsoft Office Suite, navigating the internet and completing web-based ticket sales; comfortable using a multi-line phone system; comfortable with the use of technology and confident in abilities to do so (Ex. iPads applications. Ex. Square, TicketSpice, Google sheets, etc.); interview and skill testing required; 18+
Minimum Age	18
Work Days	Pre- and Post-Festival, April to August
Time Commitment	25-30 hours

Volunteer ID

Description	The Volunteer ID crew is responsible for the volunteer package organization, assembly and distribution.
Tasks	Folding t-shirts; Placing stickers on packages; Stuffing packages; Distributing packages; Some preparation/organization and cleanup of Festival Hall work space is required before and after package preparation and package distribution events
Requirements / Skills	Ability to stand for long periods of time; Some heavy lifting will be required (boxes, tables, chairs)
Minimum Age	13
Work Days	Pre-Festival, July
Time Commitment	24 hours

Volunteer Information

Description	The Volunteer Information crew runs the Volunteer Information Tent, where volunteers go if they have any questions. Volunteers on this crew also act as buffers for crews that are short staffed.
Tasks	Answer questions and provide volunteers with support; Distribute programs, gelato tickets, and beer tickets; Sell after party wristbands; Contact staff, area managers, and crew coordinators; Fill in on crews that are short staffed; Provide package pick-up throughout the festival
Requirements / Skills	Safe Food Handling Certification; Police Information Check
Minimum Age	18
Work Days	Festival Days, Thursday to Sunday
Time Commitment	16 hours