

Information Booth Attendant

Responsible to: Volunteers Co-ordinator / FOH

Tasks:

- Respond to enquiries from Festival guests and the public.
- Acquire a sound knowledge of the Festival program, participating writers, and venues.
- Proactively distribute information displayed at the Information Booth.
- Be proactive in assisting guests and in situations requiring problem solving.
- Greet Festival guests arriving as groups.
- Give directional assistance to venues and off site events.
- Other duties as directed by the Technical Manager, Volunteers Co-ordinator and Festival staff.

Times and days the job is available:

- Various hours during the Festival: 1 September – 5 September 2010

Skills/qualifications required for this job:

- Good oral communication skills.
- Experience in dealing with the public.
- Ability to respond independently and promptly to enquiries.
- Team player.
- (Commission for Children and Young People and Child Guardian) Blue Card **OR** Police Card **OR** 100 points of ID.
- 2 referees.

Characteristics required of volunteer:

- Confident
- Patient
- Team player
- Willing to be adaptable if reassigned to another task
- Proactive
- Problem solve
- Good listener

Skills/benefits to be gained by doing this job:

- Networking in arts industry.
- Access to events when not on duty (subject to availability)
- Certificate of Participation.
- T-shirt.

Job training:

- BWF induction and training is mandatory.

Additional Notes:

Information Booth Attendants and Directional Assistants may be asked to help conduct surveys to gather accurate market information during the Festival period in September.