

## **Volunteer Positions with Toronto Special Events**

*All new volunteers are required to attend an orientation session, including a short interview, before being accepted by Toronto Special Events.*

*With the exception of Ambassadors not all positions are needed at each event.*

### **POSITIONS OPEN TO EVERYONE:**

**Ambassadors** provide front-line, top-calibre customer service to festival visitors. They are the goodwill ambassadors who keep everyone informed. Responsibilities include helping patrons navigate the event by distributing information materials, answering questions and giving directions. This position is ideal for friendly people with good communication skills and high energy who want lots of interaction with patrons, but no supervisory duties.

**Ushers** also provide front-line, top-calibre customer service to festival visitors while they wait to view projects and ensure their successful navigation through line-ups. Responsibilities include greeting the audience and crowd control. This position is ideal for friendly people who like participating in crowd management and are willing to be assertive, but want no supervisory duties.

**Project Facilitators** provide unique and varied assistance to event patrons (i.e.: the public) about how to interact with art, theatre, music or architecture projects. Responsibilities include ensuring patrons have the tools and information to interact with the project appropriately. This position is ideal for friendly people who want lots of interaction with patrons, as well as hands-on experience with the projects, with no supervisory duties.

### **POSITIONS OPEN TO EXPERIENCED VOLUNTEERS:**

*We request a resume for these positions.*

**Ambassador Captains** oversee all the volunteer activities at assigned sites. Responsibilities include managing schedules, facilitating tasks, and communicating between volunteers and staff. They ensure the volunteers have a positive festival experience. This position is ideal for people with excellent personal and organizational skills, who are exceptionally reliable, committed to volunteerism, and good at problem solving. This leadership position is only open to people who have volunteered with Toronto Special Events for at least two years or have proven equivalent experience in another organization.

**Art Guides** are educators trained to further the public's understanding of an art piece. Responsibilities include meeting with the curator and/or artist to become well-informed about the artwork, and liaising between the artist and the public by bringing a personal perspective to discussions. This position is ideal for friendly people knowledgeable and passionate about the contemporary art scene and who have experience talking about it.

**Assistant Stage Managers** help the Stage Managers ensure the stage runs smoothly and on schedule. Responsibilities include working directly with the performers and their handlers, and assisting with cues, set up and clean up. This position is ideal for students in theatre or technical production programs looking for real experience at large events and who are calm and assertive.

**Artist Assistants** help the artist and/or performer in a myriad of ways. Responsibilities include assisting with performance logistics and escorting them to the performance area. This position is ideal for people familiar with helping artists and/or performers and with some previous theatre or event experience.

**Tour Guides** lead groups through buildings using a (scripted) presentation during the Doors Open Toronto program. Responsibilities include liaising with building staff, learning facts of script, and reading all supplied information. This position is ideal for people comfortable talking to large groups of people and who have some previous guiding experience.

**For more information call 416 392-9315  
or email [spevol@toronto.ca](mailto:spevol@toronto.ca).**

**Fiona Lucas, Coordinator of Volunteer Management**

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