

## **KEY ASSISTANT (5 shifts minimum)**

Key Assistants (KA) are leadership roles for the duration of the Festival. As a KA, you are an integral part of the festival team and will learn and improve your team supervision, time management, and customer service skills. In addition, you will enhance your conflict resolution skills and learn how to work in a fast-paced environment. If this is something that interests you, please contact the Festival. We will ask you to submit your resume and we will interview potential candidates.

**KAs will receive a personal reference letter from the Festival.**

The responsibilities of the KA are to:

- Welcome volunteers
- Take attendance
- Talk to the Activity Village Key Assistant to redistribute volunteers if some of them have not shown up for their shift
- Assign Tent Activity greeter if you are in the Activity Village
- Schedule breaks
- Debrief with your team of volunteers at the end of the day and fill out the Debrief Form so we can get your instant feedback and make necessary changes for the next day
- Return the Sign-In/Out Sheet at the end of the day to the Volunteer Centre
- Be caring, encouraging and supportive of your team!