



Volunteer Position Descriptions

INFORMATION CENTER

Volunteers in the OnMilwaukee.com Information Center provide general festival information, directions, and answer questions. This position requires someone committed to providing outstanding customer service and valuing the importance of knowing as much as possible about what's taking place at the festival...if even for a few hours.

- Distribute festival brochure.
- Assist guests trying to locate restrooms, nursing station, performances, food vendors, etc. where these locations are on the grounds using the map provided to the Information Center.
- Offer Child ID Safety Wristbands to EVERY guest visiting the booth that has children with them and point out where the Park Bank Lost Children's Area is (directly west of the OnMilwaukee.com Information Center) located at the mid gate entrance.
- Proactively offer fest goers any materials that the sponsor of the Information Center may provide.
- If a lost child(ren) are brought to the Information Center, contact the festival office immediately to have Summerfest Security or the Milwaukee Police Department pick up the child and take them to the lost children's area. DO NOT leave the booth to take them to the Lost Children's area. This poses a potential liability issue to the festival.
- If a parent, guardian, or escort comes and reports they have a missing child, call Summerfest Security at extension 300 and they will be dispatched to take a description.

Job Requirements

- Minimum of 16 years of age.
- Excellent guest services skills.
- Excellent communication skills.
- Ability to work effectively with others – must possess a cooperative work attitude.
- Ability to work in fast-paced environment.
- Ability to remain standing for entire length of shift.

Environmental Working Requirements

- Tolerate noise levels that may be moderate to high during busy times.
- May be exposed to variable temperatures, including extreme hot and cold, depending on season.
- May be required to work in confined and/or narrow spaces.

TICKET TAKER/SCANNER

In this role, volunteers will greet festival goers and scan the barcode on their ticket to ensure it is a valid ticket. It is important that patrons receive access to the grounds quickly. The festival requests that you interact with family and friends you may encounter following your shift. This is to keep lines moving and avoid frustration of other guests.

Essential Functions

- Ability to accurately and efficiently operate scanner and scan admission tickets
- Maintain integrity of gate
- Familiarity with areas of the grounds being used by the festival
- Strong knowledge of all Summerfest ticket types
- Assist guest in a friendly and professional manner
- Follow festival procedures
- Answer various guest questions or, if unable or it's busy, direct them to the Information Center
- Communicate guest concerns to Volunteer Coordinator

Requirements

- Minimum of 18 years of age
- Ability to work effectively with others
- Ability to work in fast-paced environment
- Attend required orientation session
- Must wear official Volunteer t-shirt
- Complete entire shift despite heat, rain, or other factors
- Possess excellent communication and customer service skills

Physical Requirements

- Ability to remain standing for entire length of shift

LOST CHILDREN'S AREA

This position will attend to any child(ren) that have been separated from their parent, guardian, or group leader. Items such as coloring books, crayons, games, etc. will be provided to entertain and occupy the child(ren) until their parents are located.

NOTE: *Water will be provided but under no circumstances should children be provided with any type of snack, meal, soft drink, juice or candy due to the potential for unknown food allergies!*

Essential Functions

- Interact with children and try to keep them in good spirits until they are reunited with their party.
- Play games with them.

Requirements

- Minimum of 25 years of age
- Any person volunteering in this capacity will be subject to a background check.
- Interacts well with young children up to early teenage years.

CHILDREN'S AREA ACTIVITY FACILITATOR

This position requires one to love working with kids! As a children's area activity facilitator, you will explain the activity, the purpose behind it (cultural significance), assist children with activities and encourage them to finish their activity should they become frustrated.

Activities will primarily focus on arts & crafts reflective of our culture.

Essential Functions

- Explain the activities and provide direction or answer questions children may have.
- Provide guidance or assistance to children if necessary.

Requirements

- Minimum of 21 years of age.
- Ability to work with children of all ages and their parents, guardian(s) or other care provider.
- Any person volunteering in this capacity may be subject to a background check.
- Ability to work in an atmosphere with a high volume of children.
- Ability to calm down or soothe children that may be lost and follow festival procedure for lost children.
- Flexibility to transition to another activity or area that may need assistance when needed and able to do so based on number of children in your area/activity.
- The ability to work in a loud atmosphere.

FLEXIBLE FLOATER

Flexible Floater volunteers must be willing and able to perform any of the volunteer job duties listed under the direction of a Summerfest Volunteer Manager as needed. As a floater, you will provide breaks to other volunteers of the festival.

Job Requirements

- Minimum of 16 years of age.
- Excellent guest services skills.
- Excellent communication skills.
- Ability to work effectively with others – must possess a cooperative work attitude.
- Ability to work in fast-paced environment.
- Provide guidance to children and monitor their activities.
- Ability to remain standing for entire length of shift.

Environmental Working Requirements

- Tolerate noise levels that may be moderate to high during busy times.
- May be exposed to variable temperatures, including extreme hot and cold, depending on season.
- May be required to work in confined and/or narrow spaces.

ADMISSION PROMOTION

Under the direction of Festival Staff, volunteers assist in the distribution operation of sponsor materials and/or giveaways and provide voucher to exchange for an admission ticket at the ticket windows.

Job Requirements

- Minimum of 16 years of age.
- Excellent guest services skills.
- Excellent communication skills.
- Ability to work effectively with others – must possess a cooperative work attitude.
- Ability to work in fast-paced environment.

Environmental Working Requirements

- May be exposed to variable temperatures, including extreme hot and cold, depending on season.

FESTIVAL OFFICE ATTENDANT

(Volunteers needed the Tuesday prior through the Saturday of Black Arts Fest mke. For consistency in office staff it is preferred, but not required, that volunteer be able to work more than one shift per day and, ideally, more than one day.)

Job Requirements

- Exceptional customer service and communication skills.
- Ability to interact with a variety of individuals including festival staff, festival board of directors, sponsors, vendors, fellow volunteers, Milwaukee World Festival, Inc. staff, police and fire department and others.
- Knowledge of all of admission, service & delivery, official vehicle and parking passes and their purpose.
- Ability to confidently answer any calls about the festival, whether a patron or participant (vendor, performer, etc.) of the festival. If unable to answer the question, immediately locate a member of the festival staff that can provide a response. Providing a great experience for all is expected.
- Awareness of all festival areas and programming, with the ability to provide requested information.