



Volunteer Coordinator Job Description

Position Title:

Artist Transportation Coordinator (Volunteer Position)

Staff Leads:

Artistic Coordinator & Artistic Director

Other Departmental Reports:

Volunteer Resources
Production

Job Summary:

The Artist Transportation Coordinator plays a critical role in making sure that all artist transportation logistics are handled smoothly during the festival. They are responsible for the overall crew leadership and execution of all ground transportation for artists and their teams. This role is essential in ensuring a smooth, timely, and professional experience for all performers, from arrival to departure. This crew is also key to the festival's path of performers to the site and requires effective communications with adjoining crews (Cargo, Artist Check-in, etc.)

The AT Coordinator is expected to:

- Lead by example
- Adhere to the WFF Standards of Conduct
- Provide or arrange the necessary framework and direction that will allow the crew to perform the tasks expected of them
- Coordinate and oversee all aspects of the crew
- Be available to crew and staff leads before and during the festival, as outlined below
- Troubleshoot during the Festival when unexpected changes happen

Crew Description: The Artist Transport crew provides transportation for performers to and from the airport and between the hotel and the festival site. The crew is also responsible for supervising shuttle bus transportation throughout the weekend. All volunteers in the crew must have a valid driver's license and good working knowledge of how to get around the city and out to the festival site. Crew members must also be at least 21 years of age to drive rental vehicles.

Crew Hours of Operation:

- **Wednesday:** First flight arrival – Last flight/HQ Set Up (Fairmont Hotel)
- **Thursday to Sunday:** 5:00 AM – Last van from site
- **Monday:** 5:00 AM – Final airport drop-off & vehicle return & Final Production Returns

Specific Responsibilities:

- **Pre-Fest:**
 - Attend coordinator/volunteer meetings held throughout the year.
 - Including in-person crew meetings and T-shirt/pass pick up.
 - Participate in smaller meetings with connected crews e.g. Artist Check-In to keep up on finer artist scheduling details.
 - Communicate regularly with Staff Contacts throughout the year (in person or via phone or email) to plan for the operations of the following year's festival.
 - Revise crew and job descriptions.
 - Review and revise crew schedule, procedures, and manuals.
 - In consultation with the Volunteer Resources Team, appoint additional coordinators/supervisors as needed.
 - In cooperation with the Volunteer Resources Team, recruit and screen new crew members. All new volunteers must complete and submit a volunteer application form (found online at the WFF website).
 - Administer the online database to maintain crew list and ensure that crew members' information is complete.
 - Contact crew members in February to confirm their return to the crew. For volunteers without email access, make efforts to communicate with them in some other way.
 - Collect driver's licenses and any additional volunteer documentation requirements.
 - Conduct crew training and support maintenance of training materials.
 - Confirm production supplies and vehicles with WFF production staff.
 - Coordinate pick-up and return of rental vehicles.
 - Review and connect with the artistic team on all artist logistics and itineraries.
 - Actively monitor flight arrivals and adjust transportation schedules as needed to accommodate changes.
- **Festival Run**
 - Set up the crew operations area and prep vehicles with signage and passes.
 - Assign and supervise all transportation crew roles, both site and hotel (drivers, dispatch, supervisors, etc.).
 - Answer questions regarding transportation for performers and their teams.

- Encourage a culture of positive customer service, not only for performers but also for their crew, other volunteers, guests, audience, etc.
- Oversee crew logistics, including scheduling breaks, meal coordination, and dispatch operations.
 - Maintain clear communication by tracking appropriate points of contact (calls, emails, etc.).
 - Monitor the Transportation Gmail account for changes and updates.
- Check in with the Artistic Coordinator throughout the day as needed, noting anything requiring follow-up.
- Be responsible for directing crew members in the event of an emergency or inclement weather.
- **Post-event:**
 - Ensure that all equipment and supplies are returned to WFF offices after the event.
 - Submit an annual report on crew activities after the festival to WFF Volunteer team with suggestions for improvements. Reports are made available to all staff and are used for planning purposes.
 - Inform WFF about any volunteer performance issues that need follow-up.

Role Requirements:

- **Minimum Age:** 21 years or older
- **Valid Driver's License:** Must hold a current, unrestricted driver's license
- **Availability:** Must be available for all transportation shifts from Wednesday to Monday during the festival, including early mornings and late evenings
- **Strong Leadership Skills:** Experience leading teams or coordinating volunteers in high-paced environments
- **Organized & Detail-Oriented:** Highly organized—able to manage schedules, logistics, and multiple priorities at once with a high degree of accuracy
- **Excellent Communication:** Professional, clear, and calm communicator—both with volunteers, staff, and artists
- **Problem-Solving Mindset:** Able to adapt quickly to changes or last-minute itinerary adjustments
- **Customer Service Focus:** Approachable and respectful in all interactions; committed to creating a positive experience for artists, staff, and fellow volunteers
- **Tech-Friendly:** Comfortable using databases or basic spreadsheets for schedules, itineraries, or dispatch coordination (training provided)
- **Team Player:** Works collaboratively with festival staff and volunteers while representing the values of the organization

Detailed information about the AT crew's operations can be found in the Crew Manual, linked [here](#).