



March 6, 2023

Position Title: Guest Services Assistant
Term: Contract Position: May 15, 2023 – August 4, 2023 (12 weeks – 35 hours/week)

Reporting to the Manager of Finance & Administration, the Guest Services Assistant will provide support to guests, customers and volunteers through administration and customer service duties. The selected candidate will gain experience working at Winnipeg Folk Festival's vibrant office in the historic Exchange District of Winnipeg and join an organization that is committed to the community.

Qualifications and Assets:

- Organized, detail-orientated, with demonstrated attention to accuracy
- Ability to work calmly and efficiently under pressure and with a wide variety of colleagues, customers, suppliers, vendors, and volunteers
- Proficiency with Microsoft Office including Excel is required, working knowledge of Square and/or Ticketmaster software an asset
- Demonstrated project management with ability to prioritize tasks, deadlines and changing priorities
- Excellent communication and customer service skills
- Ability to work independently
- Mature, with sound judgment and a positive attitude
- Knowledge of the Winnipeg Folk Festival

Duties:

- Assist in the smooth operation of administration, telephone, and office reception services
- Respond to general telephone and email inquiries from guests, customers, and volunteers
- Order and maintain an inventory of office supplies
- Provide problem-solving support to the Main Gate Box Office at the Festival
- Coordinate the Lost-and-Found following the Festival
- Coordinate details for staff meetings, events and lunches
- Record minutes for meetings
- Problem-solve as required

During the weeks leading up to and during the Festival, longer hours may be required. During the Festival, the selected candidate will be required to work longer hours in an outdoor environment.

Wage is \$17.00 per hour, 6% vacation pay. In accordance with its values, the Winnipeg Folk Festival is committed to an inclusive environment for all staff and will work with any candidates who require accommodation during this confidential process.

Please send resume and cover letter with Guest Services Assistant in the subject line by **March 28, 2023** to: Breanne Delaney, Manager of Finance & Administration, Winnipeg Folk Festival
Email: info@winnipegfolkfestival.ca

We thank all who apply however only those selected for further consideration will be contacted.