



January 19, 2023

Position Title: Volunteer Resources Assistant
Term: Contract Position: April 11, 2023 – July 28, 2023 (16 weeks – 35 hours/week)

Reporting to the Volunteer Resources Manager, the Volunteer Resources Assistant will provide support to volunteers through administrative, technological support 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.

Duties:

- Support the volunteer team by responding to inquiries from new and returning volunteers as well as assisting with data management for 2,200 volunteers
- Provide technological user support to staff and volunteers for online volunteer information systems
- Administer the Folk Ed learning management system
- Administer other external training such as Smart Choices, First Aid, etc.
- Provide technical support for online crew meetings
- Administer background checks for volunteers
- Administer the volunteer milestone program
- Assist with volunteer credential creation and distribution
- Support outreach programming at the festival

Qualifications and Assets:

- Organized, detail-oriented, with demonstrated attention to accuracy
- Ability to work calmly and efficiently under pressure with a wide variety of colleagues and volunteers
- Proficiency with Microsoft Office including Excel is required, and comfort learning new online data management systems
- Demonstrated project management skills with ability to prioritize tasks, deadlines and changing priorities
- Excellent communication and customer service skills
- Strong problem-solving skills
- Ability to work independently
- Mature, with sound judgement and a positive attitude
- Knowledge of the Winnipeg Folk Festival (previous volunteer experience is an asset)

During the weeks leading up to the Festival, longer hours including some evenings and weekends 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 Volunteer Resources Assistant in the subject line by **March 9, 2023** to: Karla Ferguson, Volunteer Resources Manager, Winnipeg Folk Festival
Email: volunteer@winnipegfolkfestival.ca

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