



Position Title: Guest Services Assistant
Reports To: Manager, Finance & Administration
Term: Contract Position: May 4, 2026 – July 31, 2026 (13 weeks – 35 hours/week)

With one of North America's premier outdoor music festivals as its signature event, the Winnipeg Folk Festival is a year-round, not-for-profit arts organization that presents live music, arts events, and education and outreach programs. The 51st summer festival will be held July 9-12, 2026.

The Winnipeg Folk Festival is seeking a passionate and motivated team player to 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.

RESPONSIBILITIES

- Front-line reception support including welcoming visitors, selling tickets, redirecting inquiries, and relaying messages to staff in a timely manner
- Respond to general telephone and email inquiries from guests, customers, and volunteers
- Provide excellent customer service to Festival ticket purchasers and resolve customer service issues as they arise
- Maintain smooth functioning and tidiness of the common office areas (including kitchen, boardroom and Folk Exchange)
- Coordinate details for staff meetings, events and lunches. Record minutes for staff meetings.
- Provide problem-solving support to the Main Gate Box Office and Festival Campground Box Office during the Festival
- Coordinate the Lost-and-Found following the Festival
- Problem-solve as required

QUALIFICATIONS

- Excellent communication and customer service skills
- 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 365 including Outlook and Excel is required. Working knowledge of Square POS an asset.
- Demonstrated project management with ability to prioritize tasks, deadlines and changing priorities
- Ability to work independently
- Mature, with sound judgment and a positive attitude
- Knowledge of the Winnipeg Folk Festival an asset

WORK SCHEDULE

During the weeks leading up to the Festival (May-July), longer hours, including some evenings and weekends, may be required. During Festival Week (6-13 July), the selected candidate will be required to work longer hours in an outdoor environment.

COMPENSATION

\$19.20 per hour plus 4% vacation pay

APPLICATION PROCESS

The Winnipeg Folk Festival values the diversity of the community it serves and those who consider working with us. We welcome applications from those interested in working in an inclusive environment and will work with any candidates who require accommodation during this confidential process.

To apply, please send your resume and cover letter with “**Guest Services Assistant**” in the email subject line to finance@winnipegfolkfestival.ca by **March 15, 2026**.