



Job Descriptions

For Volunteers and Fundraising Groups
Valid April 1, 2019 - March 31, 2020

Night Leader/Assistant Night Leader – Two Volunteers

(AFOLS Board Appointed)

- You will be provided a radio for the evening and have contact with the VMT.
- Is the volunteer in charge for the evening, and is the first responder in all Emergency situations.
- Turn on all lights and open all venues for the evening.
- Escort money positions to and from their locations.
- Provide change as needed throughout the evening.
- Assist with buses visiting the park, could include helping them navigate the parking area.
- Provide pathway maintenance as needed such as sanding, shoveling snow or other debris.
- Checking the washrooms for supplies and general cleanliness.
- Assisting where needed in all venues.

VMT (Volunteer Management Team) – One Volunteer

(AFOLS Volunteer Coordinator will choose this Position)

- The VMT will be responsible for the base radio and distribution of hand held radios to appropriate positions.
- Is the second Emergency Responder, for all emergency situations.
- Responsible for the safety and well-being of volunteers for the evening using reasonable procedures and policies.
- Coordinates the evening and is responsible for all job placements and movements as needed to meet the demands of the evening.
- Explains to volunteers the proper procedures and protocols for the handling of money. A separate instruction sheet is provided.
- Ensures all volunteers are signed in and out for the evening, and provides a copy of registered volunteers to The Night Leader.
- Ensures all volunteers have completed a Volunteer Application and obtains necessary signature from volunteers and/or parents/guardians of youth.
- Ensures volunteers have completed appropriate screening procedures before placement in various job locations.
- Should any concerns arise regarding volunteers/workers, it will be up to the VMT of the evening to take appropriate action in consultation with the Night Leader.
- Ensures each volunteer is provided with a safety vest, and that vests are returned each evening.

Concession – Two Volunteers

(Adult + Adult and/or Person of Responsibility)

- You will be provided a radio for the evening and have contact with the VMT and Night Leader.
- This is a two-person location and both are expected to remain in their location. Should a volunteer need to leave their post, you must radio the VMT and wait for a relief person.
- This is a money position; Volunteers here should be comfortable working with money and providing correct change as needed. Visitors who require a debit machine are advised to purchase their tickets at the Gift Shop.
- Concession sellers require a Night Leader to walk you to or from this position.
- Beverage Prices are \$2/each for hot chocolate, coffee, apple cider, and bottled water.

Santa's Gift Shop/Kids Only Store – Two or Three Volunteers (Adult + Adult and suitable for youth to assist with the Kid's Only Section)

- You will be provided a radio for the evening and have contact with the VMT and Night Leader.
- This is a two-person location and both are expected to remain in their location. Should a volunteer need to leave their post, you must radio the VMT and wait for a relief person.
- This is a money position, Volunteers here should be comfortable working with a cash register, debit machine, and money; providing correct change as needed. An Instruction sheet is provided.
- Giftshop Workers require a Night Leader to walk you to or from this position.
- Responsible for the selling of gift items.
- Kid's Only Section provides an area for children to shop for gifts without their parents or guardians, but with the assistance of an AFOLS volunteer.

Train Station Sales – Two Volunteers (Adult + Adult and/or Person of Responsibility)

- You will be provided a radio for the evening and have contact with the VMT and Night Leader.
- This is a two-person location and both are expected to remain in their location. Should a volunteer need to leave their post, you must radio the VMT and wait for a relief person.
- This is a money position; Volunteers here should be comfortable working with money and providing correct change as needed.
- Ticket sellers require a Night Leader to walk you to or from this position.
- Responsible for the selling of tickets in advance to visitors wishing to ride one of the Miniature Trains. Visitors who require a debit machine are advised to purchase their tickets at the Gift Shop and redeem at the ticket booth.
- Ticket Prices are \$2/person with children 2 and under riding free with an adult ticket purchase.

Train Drivers – Minimum of Two (Adult or Person of Responsibility as chosen by AFOLS)

- Drive one of three miniature trains on a set path through the park.
- You will be shown proper procedures for operating the trains and should expect to have a good understanding on how to operate moving vehicles.
- In the event there are no Train Assistants available, you will need to assist people on and off the train, as well as ensure every person riding has purchased a ticket in advance.

Train Assistants – One or Two Volunteers (Appropriate for Adult or Youth)

- Help riders on and off the train in an organized manner.
- Ensure riders are seated appropriately, and collect tickets from all passengers with the exception of children 2 years old or under, who ride free provided they have an adult riding with them that has purchased a ticket.
- Assist with line queues, and proper order in boarding the trains.
- Remind riders to stay seated for the duration of the trip, and enjoy their trip.
- Ensure pathways are clear of people and debris and needed.
- Mascots are not allowed to ride the train.

Donations/Mascots – Priority Position

(Appropriate for Adults, Families, and Youth)

- You will be provided a radio and people counter for the evening and have contact with the VMT and Night Leader.
- Act as ambassadors to the AFOLS and are responsible for greeting visitors and offering assistance where needed.
- Two attendants will be assigned to each of the three guardhouses (donation booths).
- Attendant has the option to wear a Toy Soldier Costume, or other mascot costume. Only one volunteer may be in costume at a time.
- All media personnel should be reported and/or directed to the Night Leader of the evening.
- Attendants will stay at the Donation Booths utilizing Jingle Jugs to encourage donations from visitors. If a visitor prefers they may choose to put their donation in the locked booth.
- Attendants are not expected to solicit or harass guests to make a donation.
- AFOLS is unable to accept food bank donations. Visitors who bring donations will be asked to take them back with them. No exceptions.

Floater – One Volunteer

(Appropriate for Adult or Youth)

- You may be provided a radio for the evening and have contact with the VMT and Night Leader.
- Offer breaks to volunteers as needed.
- Bring hot chocolate or water to volunteers throughout the evening.
- Provide pathway maintenance as needed such as sanding, shoveling snow, or other debris.
- Greet bus groups as they arrive and hand out copies of The Festival Guide to visitors.
- Garbage clean up including replacing full garbage bags and hauling full ones to the dumpster located in the lower parking lot.
- Helping to stock venues as needed.
- Checking supplies in bathrooms and filling as needed.

Small Fire Pits – Dependent on Number of Volunteers

(Adult – Suitable for Families)

- You will be provided a radio for the evening and have contact with the VMT.
- An adult must always be present when running the fire pits.
- You will be provided with all the equipment necessary to safely start and control the fires.
- Volunteers should understand the procedures for operating a fire extinguisher.
- Responsible for starting, and safe operation of the fire pits for the evening.
- Restock woodbins as needed, using a barrel and wheeler.
- Volunteers are asked to stop putting wood on the fires at 8:30pm, and begin extinguishing them by 8:45pm.

Survey Takers

- Volunteers will be stationed inside the Event Tent.
- Responsible for encouraging visitors to complete each of the two surveys.
- Advise visitors that the surveys are a requirement for a Municipal Grant we receive.
- Visitors do not have to answer any questions they are uncomfortable with.

Additional Volunteer Positions, Once All Previous Positions Have Sufficient Coverage

Parking Gate Attendant – Depends on Traffic Flow **(Adult Only)**

- You will be provided a radio for the evening and have contact with the VMT and Night Leader.
- Assist with directing traffic to appropriate Parking stalls if needed.
- Advise immediately when Bus Groups arrive. Assist buses to the designated Bus Parking area, and act as a guide if needed.
- Keep roadways clear of pedestrians.

Golf Cart Assistance – Dependent on Number of Volunteers **(Adult or Person of Responsibility as chosen by AFOLS)**

- You will be provided a radio for the evening and have contact with the VMT.
- Offer assistance to visitors with mobility concerns.
- Volunteers should understand the procedures for operating a golf cart safely on the paths of the park.

Tent Assistant – On Nights When Needed **(Appropriate for Adults, Families, and Youth)**

- Provide assistance to Events taking place in the tent, which could include crafts, crowd control etc.

Santa's Helper – On Nights When Needed **(Appropriate for Adult or Youth)**

- Offer line assistance to families waiting to visit Santa
- Provide crowd control on the pathways should Santa choose to walk around.