



2023

Job Descriptions

For Volunteers and Groups

Valid April 1, 2023 – March 31, 2024

Night Leader/Assistant Night Leader – Two Volunteers

(Adult – AFOLS Board Appointed)

- Responsible for the safety and well-being of volunteers and guests for the evening using reasonable procedures and policies.
- Night Leaders require a criminal record and vulnerable sector check for this position, as you are expected to provide individual leadership and assistance to volunteers including those considered vulnerable or at risk.
- 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.
- Provide individual leadership and assistance to volunteers including those considered vulnerable or at risk.
- Open all venues for the evening, escorting money positions to and from their locations.
- Turn lights on if not completed by maintenance personnel.
- Provide change as needed throughout the evening.
- Assist with buses visiting the park, which 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

(Adult – AFOLS Board Appointed)

- Responsible for the safety and well-being of volunteers for the evening using reasonable procedures and policies.
- VMT's require a criminal record and vulnerable sector check for this position, as you are expected to provide individual leadership and assistance to volunteers including those considered vulnerable or at risk.
- 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.
- 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 form and obtains necessary signatures 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)

- Adult volunteers will need at minimum, a criminal record check for this position.
- A separate, detailed instruction sheet is provided. Please read it carefully.
- 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 cash, providing correct change as needed. An Instruction sheet is provided.
- Concession sellers require a Night Leader to walk you to or from this position.
- Prices for hot chocolate, coffee, apple cider, bottled water, canned pop and chips are \$2.00 each. Candy Floss is available for \$5.00 each.

Santa's Gift Shop with Kids Only Section – Two Volunteers

(Adult + Adult and/or Person of Responsibility)

(Also suitable for youth to assist with the Kid's Only Section)

- Adult volunteers require a criminal record and vulnerable sector check for this position, as you are expected to provide individual leadership and assistance to volunteers and guests, including those considered vulnerable or at risk.
- A separate, detailed instruction sheet is provided. Please read it carefully.
- You will be provided a radio for the evening and have contact with the VMT and Night Leader.
- Volunteers are expected to remain in their location. Should you need to leave your 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 cash, 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, and restocking shelves as needed.
- Kid's Only Section provides an area for children to shop for gifts without their parents or guardians, but only with the assistance of an AFOLS volunteer.

Train Station Sales – Two Volunteers

(Adult + Adult and/or Person of Responsibility)

- Adult volunteers will need at minimum, a criminal record check for this position.
- A separate, detailed instruction sheet is provided. Please read it carefully.
- You will be provided a radio for the evening and have contact with the VMT and Night Leader.
- Volunteers are expected to remain in their location. Should you need to leave your 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 debit machine and cash, providing correct change as needed. An instruction sheet is provided.
- 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.
- Ticket Prices are \$2/person, with children 2 and under riding free with an adult ticket purchase. Guests may also present a valid Voucher as payment to be exchanged for a ticket.

Train Drivers – Minimum of Two

(Adult or Person of Responsibility as chosen by AFOLS)

- Volunteers in this position must hold a valid driver's license.
- 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. We do not accept vouchers at the train, please ensure they are exchanged for a ticket in advance of riding.

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 remind riders to stay seated for the duration of the trip.
- Assist people on and off the train, as well as ensure every person riding has purchased a ticket in

advance. We do not accept vouchers at the train, please ensure they are exchanged for a ticket in advance of riding.

- Assist with line queues, and proper order in boarding the trains.
- Ensure pathways are clear of people and debris and needed. You may occasionally need to walk the route with the train for safety.
- Mascots are not allowed to ride the train.

Donations/Mascots – Priority Position

(Appropriate for Adults, Families, and Youth)

- Adults require a criminal record and vulnerable sector check for this position, as you are expected to provide individual leadership and assistance to volunteers including those considered vulnerable or at risk.
- A separate, detailed instruction sheet is provided. Please read it carefully.
- 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 Volunteer Trailer immediately.
- 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 will not accept food bank donations. Visitors who bring donations will be asked to take them back. No exceptions.

Floater

(Appropriate for Adult or Youth)

- You may be provided a radio for the evening if available, and have contact with the VMT/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)

- Adult volunteers require a criminal record and vulnerable sector check for this position.
- 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.
- Stop putting wood on the fires at 8:30pm, and begin extinguishing them by 8:45pm.

Large Fire Pit – Private Bookings

(Adult – AFOLS Board Appointed)

- Adult volunteers require a criminal record and vulnerable sector check for this position.
- Greet guests who have booked the fire pit, and provide them with their hot chocolate and train tickets.
- Ensure only booked guests access this space.
- 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 pit for the evening.
- You are expected to remain at the fire pit for the duration of your shift. If a break is needed, we will send someone to relieve you. Please don't leave this area unattended.
- Stop putting wood on the fires at 8:30pm, and begin extinguishing them by 8:45pm.

Survey Takers

- You will be provided an iPad for the evening, and instructed on how to use it.
- Volunteers will be stationed inside the Event Tent.
- Responsible for encouraging visitors to complete relevant surveys.
- Advise visitors that the surveys are a requirement for some funds we may 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)

- Assist with directing traffic to appropriate Parking stalls if needed.
- Advise, if possible, 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)

- 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.