



TD Toronto Jazz Festival Volunteer Areas 2018

- Front of House
- Festival Ambassador
- Jazz Volunteer Headquarters
- Jam Session Liaison
- Hospitality Runner
- Box Office
- Transportation

Please scroll through the following pages for additional information on the 2018 Festival Volunteer Areas.

Please direct any questions to:

Veronica Sinnaeve, Volunteer Coordinator

volunteers@tojazz.com

Before June 22: 416-928-2033 x29 (voicemail only)

From June 22 to July 1, text or call:

647-799-3809 (Festival cell)



[/torontojazzfest](https://www.facebook.com/torontojazzfest)



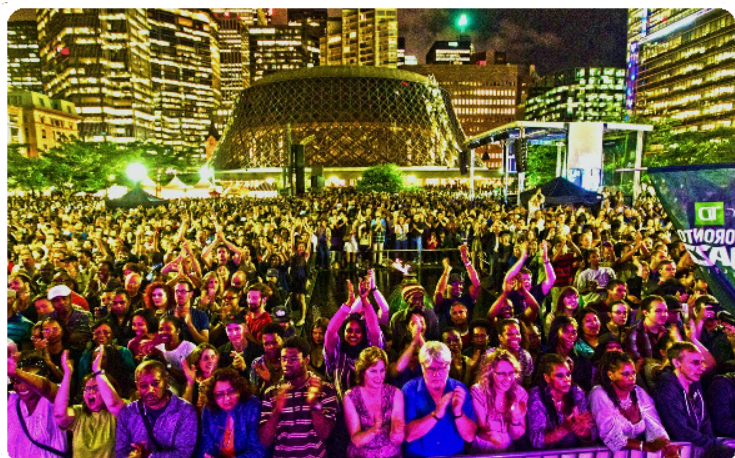
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[@torontojazzfest](https://www.instagram.com/torontojazzfest)



[Watch the Festival Video!](#)





JUNE 22 - JULY 1, 2018

TD Toronto Jazz Festival Volunteer Areas 2018

Front of House (FOH)

- Volunteers will receive information on types of tickets from the FOH Manager (shows may be either GA or reserved)
- Greet patrons, scan tickets, and stamp hands for re-entry
- Monitor seating areas and crowds (be aware of who enters and exits)
- Assist patrons with any questions that they may have
- Ensure patrons follow venue rules (e.g. guests may not take alcohol outside of licensed areas)
- You will be assigned by the FOH managers above as a scanner, an usher, or a clicker
- FOH Volunteers will be scheduled at one of these locations
 - **Church of the Redeemer (June 22, 23, 25, 26, 28, 29, 30, 5:30-8:30pm)**
 - **Heliconian Hall**
 - (Mon. June 25 - Fri. June 29, 10am-12pm)
 - (Fri. June 22 - Sun. July 1, 5:30-8:30pm)
 - **Trinity St. Paul's (June 24, 26, 27, 28, 7-10pm)**
- Visit the Volunteer Headquarters for instructions
- You will report to a designated FOH manager (Karen Turner, Michelle Gormek, or Skye Thurson)



TD Toronto Jazz Festival Volunteer Areas 2018

Festival Ambassador

- Ideal for enthusiastic and outgoing team players who love promoting their favourite jazz acts
- Be an ambassador for the TD Toronto Jazz Festival
 - You are the face of the Festival; knowledge of who is performing is a must.
- Festival Ambassador volunteers are required to study the Festival programme and review www.torontojazz.com
 - It is your responsibility as a Festival Ambassador to find out who is performing during the time and at the location you are scheduled to volunteer.
 - You may also be asked who is performing on other stages; always keep a Festival programme with you. Make an effort to assist patrons with the schedule and stage locations.
 - Familiarize yourself with the Festival's Yorkville footprint and various stages (a map is available on the website and in the Festival programme)
- **2018 Festival Ambassador locations:**
 - **Info Booth at OLG Stage on Cumberland:**
 - Fri. June 22 to Sun. July 1
 - 11-1pm (except June 22) 1-4pm (except June 22), 4-7pm (all days), 7-10pm (all days)
 - **OLG Stage on Yorkville:**
 - Fri. June 22 to Sun. June 24
 - 11-1pm (except June 22), 1-4pm (except June 22), 4-7pm (all days), 7-10pm (all days)
 - **OLG Stage on Hazelton:**
 - Mon. June 25 to Sun. July 1
 - 11-1pm (except June 25), 1-3pm, 3-6pm, 6-9pm
 - **Royal Ontario Museum:**
 - Fri. June 22 only - 6-10pm



TD Toronto Jazz Festival Volunteer Areas 2018

Jazz Volunteer Headquarters

- Volunteers must check in here 15 min before every shift!
- **InterContinental Toronto Yorkville Hotel – Room 725**
 - 220 Bloor St. W. (just west of Bloor and Avenue Rd.)
- **Hours: Fri. June 22 to Sun. July 1, 11am-8pm**
- **Text or call 647-799-3809**
- Your role is to assist in running the volunteer office
- Distribute volunteer T-shirts and passes
- Assist with shift changes/schedule updates
- Provide volunteers with instructions (e.g., Festival Ambassadors, Front of House, Green Room, etc.)
- Track volunteer shift check-ins
- Keep water and snacks stocked and manage inventory
- Keep Headquarters clean, organized, and presentable
- Monitor volunteer party ballot box
- Thorough clean up at end of evening (coffee maker, etc.)
- Other responsibilities and errands as required
- Please familiarize yourself with the Festival map and volunteer areas and be prepared to provide directions to your fellow volunteers



TD Toronto Jazz Festival Volunteer Areas 2018

Late Night Jazz Jam Session Liaison

We're looking for a few night owls to help coordinate this year's official Late Night Jam, 10 pm to 2 am each night at Proof Vodka Bar at the Intercontinental Toronto Yorkville Hotel. As Jam Session Liaison, you will work with the leader of the Jam Session to help ensure that interested musicians - whether from Toronto or further afield - get an opportunity to sit in. The Jazz Session Liaison should ideally have some musical experience, excellent interpersonal skills and an interest in staying up late... nightly!

- 10pm-2am
- Proof Vodka Bar @ InterContinental Toronto Yorkville Hotel
- Report directly to the Jam Session leader at Proof (Jazz HQ is closed at this time, so no need to check in upstairs)

Hospitality Runner

- You will be on-call (during a set shift time) and must be available to respond to any needs as they arise on-site
- It is highly preferred that you be reachable via TEXT MESSAGE as this is the quickest way for us to get in touch
- Stocking water & snacks at outdoor stages
- Running errands/completing tasks as required
- Professionalism is key when working in any backstage area
- Assist with additional requests as required
- **(June 22-July 1, 11am-4pm or 4-9pm)**



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Box Office

- Sell Festival tickets and promote Festival shows
- Volunteers will be trained on the TicketPro system
- Volunteers will be responsible for a cash float and tickets. You must be organized and must be able to balance a float.
- Excellent customer service skills and enthusiasm for jazz are important in this role.
- 2018 Box Office Locations:
 - **Trinity St. Paul's**
 - Open June 24, 26, 27, 28 – 7-10pm
 - **The Pilot Tavern**
 - Open June 22 (7:30-10:30pm), and June 23 (5:30-10:30pm)
 - **The Phoenix Concert Theatre**
 - Open June 27 (7-11pm)
 - **Horseshoe**
 - Open June 26 (8:30-11:30pm)



TD Toronto Jazz Festival Volunteer Areas - 2018

Transportation

- ****IMPORTANT** All Transportation Volunteers are required to obtain and provide us with a 3-year Driver Abstract (unverified).**
 - This is a mandatory requirement to volunteer as a driver.
 - It's an online application that can be found at this link:
<https://www.ontario.ca/page/order-drivers-record>
- Safely escort your favourite jazz artists plus equipment to and from the airport, hotels, venues, and more
- For anyone seeking "crew" experience, in addition to chauffeuring musicians, you'll be transporting their gear, and in some cases assisting with load-in, etc.
- Logistics are extremely important in this role. Our transportation coordinators have a detailed schedule of airport pick-ups and transfers. Following instructions and remembering important details are a must.
- When required, assist international artists with the immigration procedure at the airport
- Obtain receipts for parking, immigration expenses, etc.
- Be on time for shifts and pick-ups and be prepared to remain on standby if necessary.
- Professionalism is key. As much as this is a driver position, you also hold an artist liaison role.
- **Please note: Transportation volunteers must be at least 21 years of age with a valid driver's license. You will be using vehicles provided by the TD Toronto Jazz Festival.**
- **Volunteers:** You will report to Shawn McConnell and Don Rambajan, Festival Transportation Coordinators.