

Volunteer Areas 2019

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- Hospitality Runners
- Jam Session Liaison
- VIP Seating Area Liaison
- Production Assistant

Please scroll through the following pages for additional information on the 2019 Festival Volunteer Areas.

Please direct any questions to:

Gurpreet Chahal, Volunteer Coordinator

E-mail: volunteers@tojazz.com

Before June 21: 416-928-2033 x29 (voicemail only)

From June 21 to June 30 text or call: 647-779-4833 (Festival cell)



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[Watch the Festival Video!](#)





Volunteer Areas 2019

Transportation

- **Location:** Meet at InterContinental Toronto Yorkville Hotel, 220 Bloor Street West, 2nd Floor, Carlton Room, after checking in at Volunteer Headquarters.
- **Dates & Hours:** June 20 to 30, 5:30am to 1am.
- Safely escort 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.
- Obtain receipts for parking, gas, 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.
- ****IMPORTANT NOTES****
 - 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>



JUNE 21 – 30, 2019

- **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.
- **Main Contact:** Shawn McConnell and Don Rambajan, Festival Transportation Coordinators.

Jazz Volunteer Headquarters

- **Location:** InterContinental Toronto Yorkville Hotel, 220 Bloor Street West, Portman Room on 2nd Floor.
- **Dates & Hours:** June 21 to 30, 11am to 8pm.
- Your role is to assist in running the volunteer office.
- Track volunteer shift check-ins – all volunteers will check in here 15 minutes prior to their shift.
- Distribute volunteer t-shirts and passes.
- Assist with shift changes/schedule updates.
- Provide volunteers with instructions (e.g., Festival Ambassadors, Front of House, Hospitality, etc.).
- 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.
- **Main Contact:** Gurpreet Chahal, Festival Volunteer Coordinator.



JUNE 21 – 30, 2019

Front of House (FOH)

- **Location:** Church of the Redeemer.
- **Dates & Hours:** June 24 to 28, 5:30pm to 8:30pm.
- Greet patrons and assist with any accessibility needs.
- Monitor seating areas and audience (be aware of who enters and exits).
- Assist patrons with any questions that they may have.
- Ensure patrons follow venue rules.
- **Main Contact:** Joni Smith.

Box Office

- **Locations, Dates & Hours:**
 - Proof Bar (June 20, 5pm to 8:30pm).
 - Isabel Bader (June 22, 7pm – 10pm).
 - The Concert Hall (June 22, 10pm – 2am).
 - The Horseshoe (June 26, 7:30pm to 2am).
- Sell Festival tickets and promote Festival shows.
- Volunteers will be trained on the TicketPro system.
- Volunteers may be responsible for a cash float and tickets. You must be organized and able to balance a cash float.
- Excellent customer service skills and enthusiasm for jazz are important in this role.
- **Main Contact:** Joni Smith



JUNE 21 – 30, 2019

Festival Ambassador

- **Locations, Dates & Hours:**
 - Cumberland Street (June 21, 4pm to 10pm; June 22 to 30, 11am to 10pm).
 - Bloor Street (June 22 & 23, 11:00am to 11pm).
 - Hazelton Avenue (June 24, 3pm to 8pm; June 25 to 30, 12pm to 8pm).
 - ROM (June 21, 6pm to 10pm).
 - The Royal Conservatory (June 23, 10am to 4pm).
 - Jazz Musician Intensive (June 24 to 28, 10am to 11am).
 - Big Band Slam (June 28, 11am – 4:30pm).
- 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 engage with patrons and assist them with understanding the schedule and finding 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).
 - Assist with other duties as required (example – Family Zone on Bloor Street).
- **Main Contact:** Gurpreet Chahal & Site Manager



JUNE 21 – 30, 2019

Hospitality Runner

- **Locations, Dates & Hours:**
 - TD Stage on Cumberland & OLG Mainstage on Hazelton (June 21, 4pm to 10pm; June 22 to 30, 11am to 10pm).
 - TD Mainstage on Bloor (June 22 & 23, 11am to 10pm).
 - The Concert Hall (June 22, 10pm to 2am).
- You will be on-call (during your 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 backstage at outdoor stages.
- You may need to shop for snacks, run errands etc.
- Professionalism is key when working in any backstage area.
- Assist with additional requests as required.
- **Main Contact:** Site Coordinator

Late Night Jazz Jam Session Liaison

- **Location:** Proof Bar.
- **Dates & Hours:** June 21 to 30, 10pm to 2am.
- 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!
- **Main Contact:** Jam Session leader at Proof (Festival Headquarters is closed at this time, so you won't need to check in).



JUNE 21–30, 2019

Production/Set-Up Assistants

- **Location:** Bloor Street West.
- **Dates & Hours:** June 22 & 23, 11am to 7:30 pm.
- Help with setting up chairs for daytime shows.
- Assist musicians with load-in and set-up of TD Side Stage and TD Acoustic Zone.
- Must be able to do some lifting!
- **Main Contact:** Site Coordinator

VIP Area Liaison

- **Location:** Bloor Street West.
- **Dates & Hours:** June 22 & 23, 12pm to 10pm
- As the VIP Area Liaison, you will check passes and badges and manage entry into the VIP area, keep the area tidy and presentable, and help with other duties as required.
- **Main Contact:** Site Coordinator