



Draft Information Desk Assistant Position Description

Brief

The Information Desk Coordinator is responsible for providing top quality information to the festival goers, stallholders and volunteers. The Information Desk Coordinator will find super awesome and friendly supportive team that they can work with and provide all onsite information

Commented [TM1]: Little confused does the HR volunteer coordinator find staff to man the desk or the desk coordinator???

Reports To

- Information Manager

Manages

- Any Volunteers needed

Works With

- Administration Manager
- Everyone

Key Duties

Pre event

- Set up info desk staff database (on excel) including
 - Email address of staff
 - Phone contact of staff
 - Postal address of staff
- Send booking confirmation via email including request for
 - Preferred job
 - Equipment requests
 - All information needed for database (above)
 - Public Liability Insurance forms sighted if needed
 - Volunteers Guide sighted and signed

Commented [TM2]: Is this correct I just copied and pasted from Volunteer Coordinator PD?

At event

- Familiarise yourself with a walkie talkie
- Ensure Info desk runs smoothly
- Support Volunteers in selling the raffle tickets, show bags, t-shirts.
- Regularly check the area to remove rubbish and any hazards throughout the event
- Ensure water is at the information info tent at all times
- Be on hand to rectify any technical issues and assist volunteers where needed at all times
- Manage lost and found
- Have fun



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Post Event

- Thank all Volunteers on behalf of World Vegan Day via email/letter
- Send out feedback questionnaire
- Compile questionnaire and send to management (as directed)
- Send back small event report detailing what went well and what could be improved upon
- Have fun knowing you did an awesome job

Financial Remuneration

We are a not for profit group made up of volunteers.

We are sure you'll feel rewarded in seeing a healthy and compassionate lifestyle promoted to our local community – and feel a sense of pride in delivering one of the best vegan festivals in the world. Hopefully you'll meet some great people along the way, and maybe leave a positive impression of veganism with someone on the day.

Unfortunately, our shoe-string budget doesn't allow us to buy you lunch or pay for your costs in getting to the event.

For this role

- All postage and stationary will be reimbursed
- All out of pocket expense will be reimbursed but needs approval before spent.

Support

This role is very demanding of your time so when you feel that you are falling behind, please contact the event manager for help. We're a very supportive team and enjoy helping and supporting each other.

Contact

Please contact volunteers@wvd.org.au if you are interested in this position or pass this onto someone that would love to help out at the festival.