

Volunteer Role Description – Events Volunteer

2020 Festival of Trees: Support Volunteer

Role Title:	Festival of Trees Support Volunteer (Cashier and Event Assistant)
Department:	Events
Responsible to:	Director of Programs, Allison Dush FOT Volunteer Coordinator, Holly Perry
Where (Location):	Elm Bank Garden, Wellesley, MA
Time commitment:	Minimum: 4x 3hr shifts Schedule: Wednesday- Sunday, 10am- 8pm Dates: November 28 to December 23, 2020
Role description:	The 2020 Festival of Trees will operate as a guided tour at Elm Bank Garden. The role of the Support Volunteer is to operate as a cashier for raffle ticket sales, monitor the train room, function as a ‘runner’ to maintain supplies, and assist in other general support as needed. This is an important support role to facilitate the operation of the event. Not all functions will be required by all volunteers in this role
Main tasks:	Record raffle ticket sales and process simple low value payments Interact in a friendly and positive way with all guests Monitor rooms for covid rules compliance and supply levels Support group leaders with surface sanitation between groups Maintain supply of materials to event rooms including hot water and general supplies Be familiar with event emergency procedures
Required skills, qualities and experience	Confidence in following and enforcing event rules for health and safety Cheerful and friendly disposition, comfortable interacting with guests and family groups of all ages, creating a special holiday experience for all. Complete reliability and dependability in fulfilling shifts as scheduled
Training and support available:	Written guidance will be provided to Event Support Volunteers for each task. Prior to each shift, tasks will be assigned and support provided. At all times during Festival of Trees there will be a named supervisor available to address any concerns arising, and respond as needed.

