



VIP Club

Do you have great customer service and would like to be part of our premium festival experience? If you're 18 years of age or older, join the VIP Club team and help provide a distinguished experience for our guests, all while being part of the action. We're looking for your know-how and the thoughtful insight you can bring to the team and our VIP ticket holders.

A VIP Club area is located near each stage, equipped with a private bar with exclusive drinks, where patrons in this area enjoy access to seating (on a first-come, first-served basis), private washroom facilities and prime view of the stages.

Positions in this area are varied and will be assigned on a shift-by-shift basis. Volunteers may be asked to re-pivot and assist with a different position or move to a different VIP Club area based on needs of the business.

<p>Requirements:</p> <ul style="list-style-type: none"> • must be 18 years of age or over • Accessibility Standards Customer Service Training • must be energetic • must work efficiently on a team with little or no direct supervision • expected to respond to requests promptly & efficiently • willing to stand for long periods of time • willing to work in all types of weather • ability to uphold the rules and regulations of the festival and of the VIP Club area • Smart Serve certification required for some positions 	<p>Skills:</p> <ul style="list-style-type: none"> • able to multitask efficiently • good organizational skills • effective communication skills • excellent interpersonal skills <hr/> <p>Assets:</p> <ul style="list-style-type: none"> • Smart Serve certification • bilingualism
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This is a wheelchair-accessible position.



Room to grow - Supervisor positions are available on this team.



<p>Various positions within VIP Club:</p> <ul style="list-style-type: none"> • Bartender • Cashier • Crowd Control • Drinks Mixer • Floater • Host • ID Person • Rover • Server • Snacks Maker • VIP Entrance • Wait Staff 	<p>Duties for Bar Position:</p> <ul style="list-style-type: none"> • stock, set up, clean up & close • diligently check that patrons are 19 years of age or older • deliver information in a friendly manner • Smart Serve Certification • will be partnered with a cashier to ensure swift customer service • ensure accurate bar service
<p>Duties for Cashier Position:</p> <ul style="list-style-type: none"> • provide responsible drink service • able to accurately process and handle a variety of financial transactions (cash, cashless/RFID, debit, credit) • diligently check that patrons are 19 years of age or older • Smart Serve Certification • assist with set-up, clean-up and closing 	<p>Duties for Entrance Position:</p> <ul style="list-style-type: none"> • verify patrons have access to VIP area • handle scanner for electronic ticket verification for both IN and OUT • deliver information in a friendly manner • ensure patrons without VIP access do NOT come into area unless accessibility requirements are met • monitor entrance security • assist with set-up and tear-down
<p>Duties for Front of House:</p> <ul style="list-style-type: none"> • manage crowd and assist patrons • deliver information in a friendly manner • fence patrol to ensure that regular patrons do not access VIP area • ensure area is kept neat and clean • ensure tables and chairs are in position to welcome VIP patrons • assist with opening shift venue set-up 	<p>Duties for Rover Position:</p> <ul style="list-style-type: none"> • Position is for 3 stages: Sirius XM Stage, River Stage and Barney Danson Theater • be ready to assist supervisors • be available to replace volunteers who need breaks • willing to jump in at a moment's notice if short-staffed



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