



# Rock and Rumble Parking Ambassador

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## Why We Want You

Rock and Rumble features hundreds of motorcycles from across Ontario will line King Street in front of City Hall and the downtown will shake as a full line up of bands rock the main stage on Zehr Square. Volunteers will be at stations on the road way, assisting motorcycle riders to find their parking area. Volunteers play an enormous role to making this event as success by assisting with greeting participates and providing them with information and direction about the event. As a parking ambassador you will assist participates; meet and greet them and help to find their parking areas

## Time Commitment

**Day(s):** Saturday July 7

**Time:** 4 – 8 p.m. (this includes time for training prior to the event)

**Number of Hours per Shift:** 4 hours

**Commitment:** 1 day

## Volunteer Position Location

You will meet at City Hall but could be stationed at the following three areas:

1. **Entrance Way** – King and College Street - these volunteers will determine if the participant has preregistered, and then direct them to the designated preregistered or non-registered parking areas of the event site.
2. **Midway and overflow** – Young Street and King – these volunteers will direct participants to angle- park and continue towards the end of the row to make proper use of space. Once space is used, overflow areas will be opened and the midway volunteers will park participants at these locations.
3. **End Point – Queen Street** – These volunteers will watch for riders who want to enter from the Queen Street side of the venue. They will inform riders that they must go around the two blocks in order to get checked in – until the preregistered spaces are filled

## Key Responsibilities or Tasks

- Assist participants in the City's Rock and Rumble event (meet, greet and assist them to find their parking areas)
- To the best of your ability answer questions from the general public about the event (please note this not your primary role)

## Skills, Experience and/or Qualifications

- Customer service knowledge an asset
- Strong communication
- Problem solving skills – understanding on what to do in a situation
- Friendly and outgoing
- Observant and able to quickly respond the needs of the program/participants
- Ability to provide clear instructions
- Work in a team environment
- Ability to engage the public either one on one or in a group setting
- Ability to follow through on tasks independently once given direction

## Age Criteria

16+

### Benefits of this Opportunity

- Event t-shirt
- Snacks and beverages
- Meet new people
- Develop new skills and build your resume
  - Motivating others
  - Interpersonal skills
  - Customer service
  - Adaptability and flexibility
  - Community knowledge/awareness

### Preparation, Training and Orientation

#### *Preparation (prior to your first volunteer shift)*

- Read the both AODA (Accessibility for Ontarians with Disabilities Act) pamphlets
- Read and sign (parental signatures required if under 18) Volunteer Informed Consent and Photo Release forms
- Complete volunteer contact information form

#### *Training and Orientation*

- Orientation will occur prior to event

### Additional things you should know

- Rock and Rumble is a rain or shine event.
- At the City of Kitchener we work with a diverse community, therefore you must show respect for your fellow volunteers, community members, city staff and your surroundings
- You are not expected to handle any difficult situation or questions that are beyond what has been describe in this role description. If a situation arises and you need assistance please ask for help from your supervisor
- We expect all of our staff and volunteers to be professional and respectful of personal information. All information acquired during your volunteer shift directly or indirectly, must be considered confidential. If you have concerns, please speak with your staff contact.
- We are committed to diversity and inclusion. Accommodations are available to support volunteers in accordance with the Human Rights Code

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<b>Minimum Number of Volunteers</b> 4
<b>Maximum Number of Volunteers:</b> 4
<b>Volunteer opportunity description written or revised:</b> May 2, 2019