

## Toowoomba Carnival of Flowers 2021 Volunteer Roles

If you love Toowoomba and everything the Toowoomba Carnival of Flowers has to offer, join us as a volunteer and become part of the Carnival Crew! We are seeking skilled volunteers to help with a range of events throughout our bloomin' beautiful city this September. Shifts range from two to four hours, and we encourage you to commit to multiple shifts or roles over the month.

New volunteers must be available for an interview before they are accepted into this year's volunteer program.

Toowoomba Carnival of Flowers would not be the event that it is today without the dedication and support of our amazing volunteers. We thank you in advance for your smiles, enthusiasm, commitment and reliability!

### Visitor Assistance

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#### Bus Tour Guides

Share your passion for plants and local gardening knowledge as a tour guide for scheduled visitor groups. You will be the friendly face welcoming visitors to our region, imparting your knowledge as you travel around Toowoomba, visiting several spectacular gardens. If you apply for this role, your application and details will be forwarded to the tour packaging specialist for further discussion, mentoring and guidance.

**Dates:**

- Various dates throughout September

**Shift times:**

Shifts are between two to four hours in duration; various times.

**This role would suit:** someone with great public speaking skills and local knowledge. Must love Toowoomba, be approachable, friendly and skilled in talking to large groups of people.

#### Info Hub/Visitor Information

Are you keen to share your love of Toowoomba and help welcome visitors to our region? Become an information guru stationed in our Info Hubs at Queens Park, Laurel Bank Park and Picnic Point to provide visitors with brochures, maps and local knowledge. You will become a vital team member working with Toowoomba Regional Council staff to assist visitors and locals alike discover all there is to Toowoomba Carnival of Flowers, as well as selling merchandise so they can take a little piece of Carnival home!

**Dates:**

- Friday 3 – Sunday 5 September
- Friday 10 – Sunday 12 September
- Friday 17 – Sunday 26 September

**Shift times:**

- 8.15am – 12.30pm
- 12.15pm – 4.30pm
- 4.15pm – 6.15pm *\*Queens Park only*

**This role would suit:** someone with great customer service skills and local knowledge who is able to process EFTPOS sales. Must love Toowoomba, be approachable, friendly and love talking to visitors.



## Ferris Wheel

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### Contact Tracing Assistance

Working alongside Ferris Wheel ticket sales volunteers and staff, your role will be to pleasantly ensure Ferris Wheel patrons adhere to advice or health directives handed down by the Queensland Chief Health Officer (i.e. assisting in the collection of details for contact tracing and ensuring physical distancing between patrons). Your role will be based at the Ferris Wheel located in Queens Park Botanic Garden.

**Dates:**

- Friday 17 – Sunday 26 September

**Shift times:**

- 8.45am – 10.45am
- 10.30am – 12.30pm
- 12.15pm – 2.15pm
- 2.00pm – 4.00pm
- 3.45pm – 5.45pm
- 5.30pm – 6.30pm

**This role would suit:** someone friendly and welcoming with attention to detail and competent in using an iPad/tablet to assist patrons in completing contact tracing details where required.

### Ticket Sales

Welcome patrons of all ages who are excited to ride the Ferris Wheel to get a bird's eye view of our spectacular floral displays! You will process ticket sales via EFTPOS using our simple pre-programmed system – no cash handling required. Your role will be based at the Ferris Wheel located in Queens Park Botanic Garden.

**Dates:**

- Friday 17 – Sunday 26 September

**Shift times:**

- 8.45am – 10.45am
- 10.30am – 12.30pm
- 12.15pm – 2.15pm
- 2.00pm – 4.00pm
- 3.45pm – 5.45pm
- 5.30pm – 6.30pm

**This role would suit:** someone friendly and welcoming who is capable of processing EFTPOS sales.

## Grand Central Floral Parade

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### Parade Handouts

Have fun handing out items to spectators arriving to watch the iconic Grand Central Floral Parade! You and a volunteer 'buddy' will hand out chalk and promotional items to the crowd, and be friendly, welcoming representatives of our city to answer any queries.

**Date:**

- Saturday 18 September

**Shift time:**

- 8.00am – 10.00am

**This role would suit:** someone active who likes getting out and about. Must be friendly and approachable, comfortable in large crowds and confident speaking to people.

### Parade Seating

Be the friendly face who welcomes visitors to the iconic Grand Central Floral Parade. You will meet and greet passengers of booked coach tours and guide them to their designated seating area, before assisting with any general queries to ensure visitors and locals enjoy the spectacular Parade!

**Date:**

- Saturday 18 September

**Shift time:**

- 8.00am – 10.00am

**This role would suit:** someone friendly, welcoming and tourism-minded. Must be organised and good at problem-solving for any seating issues that arise.



## Festival of Food & Wine

### Flower Factory

Enjoy a day out at our bloomin' lovely Flower Factory, located in the Festival of Food & Wine. Your role will be assisting Festival-goers to make their very own flower headband/crown.

**Dates:**

- Friday 10 – Sunday 12 September

**Shift time:**

- 8.30am – 10.45am *\*Sat/Sun only*
- 10.30am – 12.45pm *\*Sat/Sun only*
- 12.30pm – 2.45pm *\*Sat/Sun only*
- 2.30pm – 4.45pm
- 4.30pm – 6.00pm

**This role would suit:** someone approachable and friendly with attention to detail, who loves flowers!

### Merchandise Sales

EFTPOS experts apply here – this role is based in our merchandise hub at the Festival of Food & Wine. You'll be selling Carnival merchandise like hats, cups and LED flower crowns, as well as answering queries from Festival-goers. All sales will be processed via EFTPOS – no cash handling is required.

**Dates:**

- Friday 10 – Sunday 12 September

**Shift times:**

- 9.45am – 12.00pm *\*Sat/Sun only*
- 11.45am – 2.00pm *\*Sat/Sun only*
- 1.45pm – 4.00pm
- 3.45pm – 6.00pm
- 5.45pm – 8.00pm
- 7.45pm – 10.00pm

**This role would suit:** someone with great customer service skills capable of making sales using EFTPOS and working in a fast-paced environment. Must love Toowoomba, be approachable, friendly and love talking to visitors.

### Ticket Scanning & Ticket Sales

The friendly face of the Festival of Food & Wine, your role is either to welcome and assist patrons entering the Festival by scanning their pre-purchased tickets, or to sell entry tickets via EFTPOS (no cash handling required) and computer.

**Dates:**

- Friday 10 – Sunday 12 September

**Shift times:**

- 9.45am – 12.00pm *\*Sat/Sun only*
- 11.45am – 2.00pm *\*Sat/Sun only*
- 1.45pm – 4.00pm
- 3.45pm – 6.00pm
- 5.45pm – 8.00pm
- 7.45pm – 9.30pm

**This role would suit:** someone friendly and welcoming with attention to detail. Must be comfortable dealing with large crowds of people. Ticket sales role involves processing sales via EFTPOS and computer; must be confident in using online booking system.

*\*All Festival of Food & Wine volunteers receive a Festival day pass for the day you volunteer.*

