



Volunteer Resources Assistant

Description

<http://www.winnipegfolkfestival.ca/wp-content/uploads/WFF-2026-Volunteer-Resources-Assistant-Job-Description-Updated.pdf>

Position Title: Volunteer Resources Assistant (Contract)

Reports To: Volunteer Resources Manager

Term: March 9 – July 31, 2026 (17 weeks total)

- Part-time: 14 hours/week in March & April
- Full-time: 35 hours/week from May to July

With one of North America's premier outdoor music festivals as its signature event, the Winnipeg Folk Festival (WFF) is a year-round, not-for-profit arts organization that engages volunteers and community members through music, arts, and cultural programming.

JOB SUMMARY

WFF seeks an organized, technically skilled, and passionate individual to support the Volunteer Resources team in recruiting, training, administering, and stewarding our community of 2,500+ volunteers. The Volunteer Resources Assistant provides administrative support,

Closing Date

February 15, 2026

Categories

Art, Culture, Recreation and Sport

Employer

Winnipeg Folk Festival

Location

Downtown

Address

203-211 Bannatyne Avenue
Winnipeg, R3B 3P2

Job Type

Contract

Education Level

High School

Wage

\$19.20 - \$19.20

Email

manages databases and systems, coordinates training, and offers front-line customer service to ensure volunteers have the information, tools, and guidance they need for a meaningful experience. This position requires strong organizational skills, proficiency with digital tools, and excellent interpersonal abilities, and offers hands-on experience in a fast-paced, community-focused, collaborative environment.

volunteer@winnipegfolkfestival.ca

WORK SCHEDULE

During the weeks leading up to the Festival (May-July), longer hours, including some evenings and weekends, may be required. During Festival Week (6-13 July), the selected candidate will be required to work longer hours in an outdoor environment.

Duties

- Work with the team to administer and maintain volunteer information systems, providing technical and user support
- Administer the Folk Ed learning management system, including updating online training modules, tracking completion and troubleshooting user issues
- Coordinate training workflow for external platforms (e.g., Smart Choices, First Aid, etc.)
- Serve as a point of contact for volunteers, facilitating communication and responding to inquiries
- Update and maintain training documentation
- Provide technical support for virtual volunteer meetings and online collaboration tools
- Administer volunteer background checks
- Assist with creating and distributing volunteer credentials

- Support volunteer outreach and engagement activities at the Festival
- Troubleshoot technology, database, and workflow issues as required

Qualification

Technical Skills

- Proficient in managing databases, CRMs, and other data-driven platforms
- Skilled in using web-based tools such as authoring platforms and learning management systems (LMS)
- Experienced user of Microsoft 365 (particularly Excel) and other productivity suites including Google Workspace
- Able to quickly learn new software and digital tools

Professional & Interpersonal Skills

- Highly organized and detail-oriented, with strong accuracy in administrative tasks
- Able to work calmly under pressure, adapt to shifting priorities, and function independently
- Effective communicator with strong problem-solving abilities and a customer-service mindset
- Demonstrates sound judgement, reliability, and a positive, collaborative attitude

Knowledge of the Winnipeg Folk Festival and/or previous volunteer experience is an asset