



We're hiring!

Hillside Festival is seeking a Volunteer Program Manager.

Hillside Festival is seeking an enthusiastic, organized, and people-focused **Volunteer Program Manager** to lead our volunteer program for Hillside Festival and Hillside Inside. As a key member of our year-round team, you'll recruit, support, train, and inspire the volunteers who make Hillside Festival possible, while helping build and maintain a welcoming and inclusive volunteer experience.

The ideal candidate is an excellent communicator and relationship-builder with strong organizational and data management skills, a collaborative approach, and a passion for community engagement. Experience in volunteer management, event planning, or nonprofit operations is an asset.

Position details:

- **Contract:** Full-time, January 4–August 27, 2027, with the possibility of extension
- **Compensation:** \$25–\$30/hour, based on education and experience
- **Benefits:** Employee benefits package available
- **Work arrangement:** Hybrid remote and in-person

Please review the accompanying job description for full responsibilities and qualifications.

Hillside is an equal opportunity employer and encourages all qualified individuals to apply. If you self-identify as belonging to a traditionally under-represented community, we invite you to address this in your cover letter.

How to apply:

- Send your resume and cover letter/letter of interest in one PDF document to Kate Johnston, Executive Director, by email: executivedirector@hillsidefestival.ca.

Applications will be accepted until November 20, 2026 at 5:00 pm.

JOB DESCRIPTION

Position: Volunteer Program Manager

Contract: Full time from January 4 to August 27, 2027; possibility for contract extension

Compensation: \$25.00 to \$30.00 per hour (37.5 hours per week), based on education and experience; an employee benefits package is available.

Reports to: Executive Director

Works with: Executive Director, Operations Manager, Artistic Director, Graphic Designer, Marketing Coordinator, Bookkeeper, Event Assistant, Hillside Committees

POSITION SUMMARY

To manage the volunteer program and manage all aspects of the volunteer management cycle for Hillside Festival (July annually) and Hillside Inside (February annually).

KEY ACTIVITIES

Volunteer Management Cycle

- **Needs Assessment:** Write position descriptions; assess leadership volunteer needs and begin recruitment plan based on succession planning; assign volunteer responsibilities for any new projects or areas.
- **Recruitment:** Assess, create and implement recruitment plan for each event, each year. Update all recruitment paperwork for relevance and policy changes. Consult with Volunteer Committee on changes and new ideas.
- **Screening:** New leadership screening done by interviews and recommendations based on previous experience and skill set for the area. Reference checking for new volunteers and application screening.
- **Placement:** Place volunteers into different areas of the festival. Top up crews with volunteers from the waitlist when requested. Communicate placements to volunteers. Create and update crew lists for coordinators. Ensure crews are balanced with new and experienced volunteers; special precautions for underage volunteers must be in place; place special needs volunteers by arranging necessary accommodations where possible.

- **Training and Orientation:** Coordinator and leadership training and orientation. Write/Update Coordinator Guide and Volunteer Guide. Arrange, assess and attend training programs provided to Hillside volunteer base (not area-specific). Ensure coordinators are equipped to provide area-specific training to their volunteer crew.
- **Evaluation and Reassignment:** Collate all volunteer evaluations and feedback from leadership volunteers; evaluate leadership capabilities and identify potential leaders; collect reports from all leadership volunteers; maintain volunteer database for evaluations and leadership potential; reassign volunteers to new areas based on skill set and demonstrated work.
- **Communication:** Provide announcements, reminders, and opportunities to the volunteer base through the appropriate channels (e.g. email, social media, etc.)
- Manage all volunteer issues in consultation with the E.D.

Ongoing Leadership Relations

- **Coaching and Motivation:** Motivate and inspire leadership volunteers; hold one-on-one meetings and group meetings to coach experienced and new leaders.
- **Mentoring:** Ensure mentoring and succession planning is in place for any area experiencing turn over in leadership. Select volunteers for crew lead promotion in balance with the coordinators' individual needs and wants. Mediate and advocate between leadership volunteers when an issue arises.
- **Recognition:** Develop and implement recognition program for all regular, leadership and board member volunteers.
- **Succession Planning:** Ensure any coordinator who leaves the program has forwarded all paperwork; facilitate passing information between outgoing and incoming coordinators.
- **Meetings:** Arrange group and individual meetings year-round for planning and operations.

Organizational Responsibilities

- **Volunteer Committee:** Work with the Volunteer committee to help manage the Volunteer Program and operations of the festival. Present policy development to E.D. for approval and ensure implementation. Ensure E.D. and Volunteer Committee is kept up to date on all leadership volunteer-related procedural and personnel changes.
- **Policy Development:** Assess all volunteer and operations related policy needs in conjunction with staff, board and leadership volunteers. Identify needs and risk management for festival areas. Write policy and present to ED. Implement policy changes in program and festival.
- **Database Management:** Manage volunteer database. Ensure all relevant applications, placement, and evaluation data are entered in a timely fashion and kept up to date. Administer selection-based applications
- **Website:** update volunteer related pages as needed, implement new ideas, work with

the Operations Manager to assess needs of website as it relates to the volunteer program.

- **Survey:** Manage the volunteer program survey opportunities and liaise with the Executive Director on patron survey opportunities.
- **Appropriate Paperwork:** Assess and update all volunteer program related paperwork from Volunteer Application to Coordinator Reports and Volunteer Evaluations.
- Track and follow up with volunteers re: fee payment and membership payment.

Other

- **Front Line:** When in office, answer phones, emails and welcome walk- in traffic as needed. Provide input and support to the office volunteers, co-op students and summer students as needed. Participate in general upkeep of the office. At this point, we have a hybrid remote and in-person work schedule at the office. Staff continue to discuss and update a roster of open office days.
- **Reporting:** Write Volunteer Management Report for the Summer Festival. Report to Executive Director.
- **At the summer and winter festivals:** Participate in operations of festival and emergency control procedures during festival weekend. Act as first point of contact and troubleshoot on site for any volunteer-related issues.
- Liaise with community volunteer-related centres for opportunities.
- Attend other festivals and/or volunteer; attend relevant conferences, retreats, symposia, and expositions
- Develop a plan with the Executive Director to obtain training and certification
- Present or feature Hillside volunteer program at community events and conferences

QUALIFICATIONS, SKILLS, AND EXPERIENCE

- Post-graduate diploma or degree in administration, production, business management, arts, or a related field, or equivalent work/education experience.
- Superior organizational skills and attention to detail
- Strong communication skills, both written and oral
- Demonstrated success and experience in managing teams and directing people
- Experience with database management and experience with music and live event coordination would be an asset