



FairWell Festival: Now Hiring for the Guest Services Team!

Discover [FairWell 2024](#): FairWell returns to Deschutes County Fairgrounds in Central Oregon on July 19-21, 2024. Featuring over 36 performances across three stages, it promises an unforgettable blend of Folk, Blues, Rock, Country, and Soul.

We're Looking for Guest Services Team Members! Join us for 3 days of music and fun! Our Guest Services Team Members play an essential role in creating a welcoming and smoothly run festival. We're seeking dedicated, friendly individuals who are eager to support a wide range of services and engagements with our attendees. By joining our team, you'll play a key role in:

* **Guest Services** As a member of our Guest Services team your responsibilities inside the venue will include providing assistance, guidance, and support to attendees, addressing their needs and concerns with exceptional customer service. See the detailed job description below:

- ★ **Guest Services Booth:** Handle Lost & Found, provide General Event & Venue Information, and oversee Tag-A-Kid program.
- ★ **♻️ Rock & Recycle:** Support Sustainability Initiatives by operating and promoting our Rock & Recycle program.

* **Accessibility Services** You'll be responsible for facilitating accessibility accommodations throughout the festival grounds, ensuring that all guests have equal access to enjoy the event. See the detailed job description below:

- ★ **ADA & Family Services Booth:** Manage Accessibility Center Services, providing information and support to guests requiring assistance. Assist with Family Services,
- ★ **Accessible Viewing Platforms:** Manage the accessibility platforms to ensure optimal viewing experiences for all attendees.

* **Gate Operations** As the first and last impression of the festival, our gate operation staff at FairWell will greet attendees with warmth and enthusiasm. They will maintain a safe and organized entry and exit process, ensuring that each guest's experience begins on a positive note and sets the tone for their time at the event. See the detailed job description below:

- ★ **Gate Operations:** Responsibilities include serving as Greeters, managing Crowd Flow and Line Management, providing Entry and Egress Support, as well as offering Information Services and Directional Wayfinding.

* **SafeFest** SafeFest is inspired by harm reduction initiatives and driven by a passion to ensure the safety of our patrons. In this role, you will serve as an additional resource that isn't medical or security-related. Your primary responsibility will be to provide proactive guidance for guest resolution and wellness support. You will work closely with both Medical and Security teams to address any concerns and ensure a safe and enjoyable experience for all attendees.

* **Backup Roles** Our Guest Services backup team serves as the reliable backbone of our operation, stepping in seamlessly to provide support during peak times or unexpected situations. With their quick response and adaptability, they ensure that guests receive assistance and information promptly, maintaining a high level of service throughout any event or circumstance.



Compensation, Training & Shifts:

- ★ **Compensation:** \$16/hour.
- ★ **Perks:** Meals are provided during your shift, at least one festival-branded uniform t-shirt, and the unique experience of being part of a major music festival.
- ★ **Training:** Selected candidates will undergo training sessions to ensure readiness for the festival. These sessions include both virtual and on-site orientations to familiarize you with the festival layout, your responsibilities, and our service standards.
 - **Online Training:** A virtual paid training will be provided on July 16th, from 6-7 PM MT.
 - **On-site Training:** A live paid mandatory training at the festival site will be provided on the evening before the event on June 18th, from 5-7 PM MyT.

Monday 7/15	★ TUESDAY 7/16 Shift Online Training: 6:00 PM - 7:00 PM MT	Wednesday 7/16	★ THURSDAY 7/18 Shift On-Site Training: 5:00 PM - 7:00 PM MT	★ FRIDAY 7/19 Shift Fest Day 1: 3:00 PM- 11:30 PM MT	★ SATURDAY 7/20 Shift Fest Day 2: 11:00 AM - 11:30 PM MT	★ SUNDAY 7/21 Shift Fest Day 3: 11:00 AM - 11:30 PM MT
----------------	--	-------------------	--	--	--	--

Application Process:

To join our team, follow these steps:

1. **Register:** Ensure you're in our staffing system by registering at <https://barnstorm.lasso.io/register/>.
2. **Express Interest:** Email your availability and interest to fairwell@thebarnstorm.co we'd love to hear from you!
3. **Look for an Event Invite:** Invites will be sent out via Lasso about 45 days prior to the event.
4. **Apply for Shifts via LASSO invites:** Only apply for shifts you are available to work.
5. **Confirm your Approved Shifts in LASSO:** Once your application is approved, you will receive a confirmation email from fairwell@thebarnstorm.co and a LASSO email to confirm your shifts.
6. **Payroll Process:** We will send your information to Collective Payroll, your employer of record for you to take actions to onboard.
7. **Locking into the Schedule:** Only after confirming your shifts and completing payroll paperwork will you be locked into the schedule.

A short phone interview may be required for candidates interested in joining the Guest Services team at FairWell. If selected, the staffing coordinator will contact you via email to schedule the interview.

Note: this is not an official offer of employment. All official employment paperwork for FairWell will be run through C3's Temporary Payroll Provider, Collective Payroll. Once you are registered with Lasso you will be able to apply to work an event by signing up for shifts through the Lasso platform. Communicating your availability for a shift does not guarantee you a job or that you will be assigned to work those shifts. We will review both your Lasso profile and your stated



availability prior to making any offers. If selected you must confirm your shift(s), complete your payroll paperwork, and participate in training to maintain eligibility to work the event. Staffing is completed on an ongoing basis until all shifts are filled and confirmed. At that time, we will notify any remaining applicants that we are full and move them to a waitlist. If you have any additional questions, please don't hesitate to reach out to fairwell@thebarnstorm.co

Thanks, and we look forward to hearing from you soon!

Please review our [Help Center FAQ](#). General work Inquiries with the Barnstorm Team, email: work@thebarnstorm.co.