



## Minnesota Yacht Club: Now Hiring for the Guest Services Team!

Discover [Minnesota Yacht Club 2024](#): The inaugural Minnesota Yacht Club (MYC) Festival at Harriet Island Regional Park, St. Paul, MN, offers two days of music under the cottonwoods along the Mississippi River. Enjoy 20 artists on two stages with no overlapping sets.

### We're Looking for Guest Services Team Members!

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:

★ **Internal 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 / Accessibility Center: Handle Lost & Found, provide General Event & Venue Information, assist with Family Services, and oversee Tag-A-Kid program. Manage Accessibility Center Services, providing information and support to guests requiring assistance. Internal directional wayfinding as needed.

★ ♻️ Rock & Recycle: Support Sustainability Initiatives by operating and promoting our Rock & Recycle program.

**FESTIVAL DAY SHIFT: 11:30 AM - 11:00 PM**

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★ **Gate Operations** As the first and last impression of the festival, our gate operation staff at MYC 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.

**FESTIVAL DAY SHIFT: 11:30 AM - 11:00 PM**

★ **Accessibility Platforms** 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:

★ Accessible Viewing Platforms: Manage the accessibility platforms to ensure optimal viewing experiences for all attendees.

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★ **SafeFest** SafeFest team serves as a harm reduction and preventative initiative, ensuring the safety and well-being of attendees. Through education, support, and accessible resources, they work to minimize risks associated with substance use and promote a culture of responsible enjoyment at the festival.

**FESTIVAL DAY SHIFT: 11:30 AM - 11:00 PM**

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★ **Backup** 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.

**FESTIVAL DAY SHIFT: 11:30 AM - 11:00 PM**



### Compensation & Training:

- ★ **Compensation:** \$16/hour. Our team members are the backbone of Minnesota Yacht Club and we strive to offer competitive compensation and a supportive work environment.
- ★ **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 training will be provided on July 15th, from 6-7 PM CT.
  - **On-site Training:** A live training at the festival site will be provided on the evening before the event on July 18th, from 5-7 PM CT.

### 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 [minnesotayachtclub@thebarnstorm.co](mailto:minnesotayachtclub@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 [minnesotayachtclub@thebarnstorm.co](mailto:minnesotayachtclub@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 MYC. 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 MYC 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 [minnesotayachtclub@thebarnstorm.co](mailto:minnesotayachtclub@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](mailto:work@thebarnstorm.co).