

The Gathering | 2025 Experience Specialist Program

Volunteer Positions

Welcome, and thanks for your interest in volunteering at [The Gathering Summit!](#)

Here you'll find a brief description of each position to help you decide where you might be the best fit. Please indicate in your application if there are other ways you'd like to contribute and we'll share with the team for consideration.

Most roles have both individual and leadership opportunities. Please indicate on your application if you'd like to be considered for such a role.

As an **Experience Specialist**: your mission is to provide a positive and memorable experience for all The Gathering attendees, speakers, partners, and vendors.

As an **Experience Specialist Team Lead**: You have the most diverse set of skills and may be called upon to fill multiple roles during your time at The Gathering. You are the keeper of knowledge and the person that attendees/other team members will go to if they have questions. You support your teams through training and managing schedule shift changes.

As an **Experience Specialist Shift Lead**: You bridge the gap between Team Leads and their teams. Team leads trust you to oversee the team and ensure smooth flow of operations, to problem solve, and to make decisions effectively.

Regardless of their role, all Experience Specialists will act in alignment with The Gatherings vision, mission, and core values:

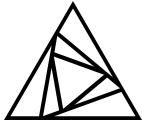
Vision: To be the global summit of choice for top brands, and their leaders, fostering a sense of belonging and collaboration that transforms the business world.

Mission: To unite the world's most powerful brands and visionary brand leaders, fostering a community where innovation meets inspiration. We facilitate transformative learning, connections and ideas that empower businesses to thrive and shape a better future.

Values:

- Unreasonable hospitality
- Elevated experiences
- Facilitate generosity
- Eradicate loneliness – a place to belong

Why Volunteer? This is an excellent opportunity to be part of a world-class marketing event, expand your professional network, and gain valuable experience in event management and customer service.

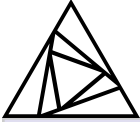


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Available Positions

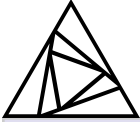
Position & # of Opportunities	Position Description
<p>Registration & Ticket Sales/ Concierge (24)</p> <p>Registration Team Lead (3)</p> <p>Ticket Sales Team Lead (1)</p> <p>Registration & Ticket Sales Shift Leads (8)</p>	<p>The role: Serve as the initial point of contact for attendees at The Gathering. Responsibilities include registering guests, printing badges, distributing swag bags, and providing exceptional customer service. Utilize a confident and professional demeanor to leverage the event's energy and excitement, encouraging attendees to purchase tickets for the following year.</p> <p>Who should apply: This role is perfect for someone who is quick to learn new technologies, excels in high-pressure environments, and has a background in customer service or sales.</p> <p>The logistics: The main registration booth is located in Mount Stephen Hall at the Banff Springs from Tuesday night through Thursday at noon. On Thursday, the booth relocates to the foyer of the main conference center, where ticket sales for the following year begin.</p>
<p>Speaker/ VIP Hosts (15)</p> <p>Speaker Host Team Lead (1)</p> <p>VIP Passholder Host Team Lead (1)</p> <p>VIP / Pinnacle Passholder Host (TBD)</p>	<p>The role: Provide personalized support and hospitality for 3-5 event speakers, ensuring a seamless and enjoyable experience. This vital role involves being the primary contact for speakers, coordinating logistics such as airport transport to/from Banff, timely stage arrivals, and local area guidance. Hosts make each speaker's stay as convenient as possible.</p> <p>Who should apply: This role demands a proactive, punctual, and professional approach, with the ability to anticipate and meet speaker needs before they arise. This position is suited for individuals who exhibit strong, non-authoritative leadership skills, and who are committed to going the extra mile in service excellence.</p> <p>The logistics: This position is located in Banff. Hosts will be on the ground at the Fairmont able to respond to requests as they come up. Hosts will be connected with their speakers in advance of the event, and will coordinate between TGS's core team and your assigned speakers.</p>
<p>Flow Experts (40)</p> <p>Flow Expert Team Lead (1)</p>	<p>The role: Flow Experts manage the movement and experience of attendees throughout the event. Responsibilities include directing traffic, scanning badges at stage entrances, and ensuring sessions fill efficiently from front to back. Additionally tasks include guiding guests to offsite locations, monitoring sessions</p>



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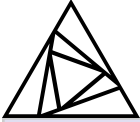
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Flow Expert Shift Leads (10)	<p>for disruptions, and providing alternatives to attendees if sessions are full.</p> <p>Who should apply? Ideal candidates will demonstrate excellent interpersonal and customer service skills, confidence, professionalism, and decision-making capabilities in dynamic, high-stress environments. Technological proficiency and quick adaptation to systems are essential. This role suits natural problem solvers who enjoy creating a welcoming and organized event atmosphere.</p> <p>The logistics: Flow experts are positioned in Banff starting Tuesday afternoon through to Friday evening. Flow experts will be scheduled in all areas of the event – hotel lobby, bus stops, stage entrances, etc.</p>
Room Hosts (25) Room Host Team Lead (1) Room Host Shift Lead (6)	<p>The Role: Work closely with the production team and stage managers to keep sessions running smoothly and on time. Collaborate with the production team and stage managers, assist in locating and prepping speakers and moderators, and manage attendee seating. Engage with attendees to create a welcoming atmosphere. Contribute to an organized and memorable event!</p> <p>Who should apply? Ideal Room Hosts are approachable, demonstrate excellent interpersonal and customer service skills, and embody the values, mission, and vision of The Gathering. This position requires confidence, professionalism, and the ability to remain resourceful and composed in high-pressure situations.</p> <p>The logistics: Room hosts will be positioned within each stage/conference center room for the duration of the three days, including at offsites venues and night gatherings.</p>
Inner Sanctum Hosts (7) Inner Sanctum Team Lead (1)	<p>The Role: This role is a combination of the Room Host and Flow Expert positions but is specific to Inner Sanctums – The Gathering’s most intimate and exclusive sessions. You will confirm attendees' advanced registration, manage entry and seating, and ensure sessions adhere to the “Inner Sanctum 10 Commandments”.</p> <p>Who should apply? Highly approachable individuals with exceptional interpersonal and customer service skills. Ideal candidates are confident, professional, resourceful, and excel in making swift decisions under pressure. Natural problem solvers</p>



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	<p>who thrive in dynamic environments and create a welcoming atmosphere.</p> <p>The logistics: Inner Sanctum hosts will be stationed both inside and outside each Inner Sanctum room in the Fairmont's main conference center, on Thursday and Friday.</p>
<p>Production Support (9)</p> <p>Production Team Lead (1)</p>	<p>The Role: The production support team ensures the seamless execution of the event by assisting the production team and stage managers. Responsibilities include coordinating the timely presence of moderators and speakers, setting up and transporting equipment, ensuring registration areas are equipped, and replenishing water supplies for speakers.</p> <p>Who should apply? Ideal candidates have excellent interpersonal skills, punctuality, professionalism, and the ability to multitask in high-stress environments. Resourceful, agile problem solvers with a proactive attitude are highly desired. Production experience is an asset.</p> <p>The logistics: Required Wednesday to Friday in Banff, stationed in each stage/room and the production room.</p>
<p>Drivers – Speaker Transportation (15)</p> <p>Airport Host (2)</p> <p>Fleet Management Team Lead (1)</p> <p>Fleet Management Shift Lead (2)</p>	<p>The Role: Provide critical transportation services, driving speakers between Calgary airport and Banff, and within Banff during the event. Serve as the first point of contact for speakers, representing The Gathering and our vehicle fleet sponsor. Responsibilities include maintaining and cleaning vehicles, offering white-glove service, and ensuring a pleasant journey.</p> <p>Who should apply? Safety-oriented individuals with a clean driving record and skilled driving experience. Strong professionalism, interpersonal, and customer service skills are essential. Ability to solve problems and make quick decisions is crucial. Professional driving experience is an asset.</p> <p>The logistics: Vehicles will be provided to us on Tuesday and will be running full-time until Saturday. Drivers will play an active part in logistics planning for pick-ups, drop offs, and key swaps.</p>
<p>Security (10)</p> <p>Security Team Lead (1)</p>	<p>The Role: Ensure the safety and security of attendees, staff, and speakers. Monitor event premises, controlling access points, managing crowd control, and responding swiftly to any incidents. Work closely with event organizers to implement security protocols and maintain a secure and welcoming environment.</p>



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	<p>Who should apply? Ideal candidates have excellent observational skills, and the ability to remain calm under pressure. Strong communication and interpersonal skills are essential, along with the ability to handle high-stress situations professionally. Previous experience in event security is highly preferred.</p> <p>The logistics: Security team is required from Wednesday to Friday in Banff. Shifts will vary to cover the entirety of the event, ensuring constant security presence.</p>