

Volunteer Job Descriptions

Patron Liaison

The position has overall responsibility for:

Coordinating the Volunteer Ushers, who greet, direct and assist the patrons attending performances, who sell concessions and perform other functions designed to assist patrons in an enjoyable and safe experience. This person works as a team member to the Ushers. Some of the responsibilities of the Patron Liaison and Ushers overlap, it is the responsibility of the House Manager to ensure all duties are assigned and completed.

The person reports to:

House & Box Office Manager

The person coordinates with:

Shows Director, Stage Manager, and/or Event Coordinator

Responsibilities include:

- Arriving 1:15 hours (one hour and fifteen minutes) before show starts
- Meet with House Manager & Ushers for show briefing and location assignments
- Ensure main lobby door is opened 60 minutes prior to show time
- Greet patrons, take tickets & directing patrons to proper entry door into the theatres
- Allowing or disallowing access into the theatre seating areas
- Report any ticket problems to House Manager
- Familiarize yourself with concession area to provide assistance if needed
- Answer questions and provide patrons with directions and other information regarding the theatre
- Direct all patron comments and/or complaints in a prompt and friendly manner to the House Manager
- Ensure patrons follow theatre safety policies and that all fire codes are enforced
- Distribute promotional materials for upcoming performances to patrons
- Provide information and direct patrons to appropriate exits in the event of an emergency
- Perform other duties as required

Skills and qualifications required:

- Must be 18 years of age or older
- Must be willing to make a commitment to work all of the evening show times assigned to include Thursdays, Fridays, Saturdays and daytime Sundays
- Excellent customer service skills required; must be friendly and personable
- Must be a team player who is able to work well with others under a sometimes stressful environment
- The ability to work and communicate effectively with people of diverse cultural backgrounds

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What we ask of you:

Please contact the theatre to arrange an interview with the House Manager. The interview is designed to assess your skills and abilities so we can help you to become a successful member of our team. All front of house volunteers must agree to:

- Dress in professional, business casual attire. Black preferred
- Be willing to attend meetings and training as required
- Be physically able to carry out your required duties
- Agree to abide by the theatre's volunteer policies and procedures
- Work well with the team of Ushers volunteering their time

What you can expect from us:

- The opportunity to see every production on preview night and/or at a time other than when you are scheduled for duty, you should request your one complimentary ticket from the box office or house manager
- A special volunteer party thrown each year, for all of you!
- An opportunity to meet new friends
- An opportunity to learn new skills
- An opportunity to be part of an exciting, one-of-a-kind experience
- You are welcome and encouraged, to volunteer as often as you like

I agree to perform within the parameters of this job description or future adaptations as they may be revised while performing this specific role. I understand that this is not a contract of employment. I am responsible for any of my personal items and agree to hold Rochester Civic Theatre Company harmless and / or its assigns in the event of personal injury, loss or destruction of personal items brought to or left on the premises.

Signature: _____

Date: _____

Print Name: _____

Date: _____

Volunteer Job Descriptions

Usher

The position has responsibility for:

Greeting and assisting all patrons attending performances, events at The Rochester Civic Theatre Company. Assisting with selling concessions, collecting tickets from patrons, monitoring traffic into and out of the theatre and perform other functions designed to assist patrons in an enjoyable and safe experience.

Ushers report to:

House & Box Office Manager

Ushers coordinate with:

Patron Liaison, Stage manager

Responsibilities include:

- Arrive 1:15 (one hour and fifteen minutes) before the show starts
- Meet with the House Manager for debriefing and assignment of duties for the event
- Greet patrons, tear tickets, direct patrons to the proper entry door into the theatre
- Distribute programs to patrons as they enter the theatre
- Allow or disallow access into the theatre based on credentials
- Help patrons locate their assigned seats and report any ticketing problems to the House Manager
- Provide patrons with directions or other event information
- Direct all patron comments and/or complaints in a prompt and friendly manner to the House Manager
- Distribute promotional materials for upcoming performances to patrons
- Provide information and directing patrons to appropriate exits in the event of an emergency
- Assist with selling concessions to patrons in a professional pleasant manner
- Assist with the cloak room, taking coats, issue tickets for collection, receiving tickets for collection and returning coats to patrons
- Performing other duties as assigned by the House Manager

Qualifications:

- 18 years of age or older unless guardian permission provided
- Friendly and personable. Excellent customer service skills required!
- A team player. Must work well with others.
- Must be available nights and weekends.

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- Dress in professional, business casual attire, black preferred
- Be willing to attend meetings and training as required
- Be physically able to carry out your required duties
- Agree to abide by the theatre's volunteer policies and procedures
- Work with the House Manager assigned to the event, support and assist this person to the best of your abilities. Report any issues to the Office Manager

What you can expect from us:

- The opportunity to see all productions on preview night, should you volunteer for that show. Request your complimentary ticket from the box office or house manager
- A special volunteer holiday party thrown each year, for all of you!
- An opportunity to meet new friends
- An opportunity to learn new skills
- An opportunity to be part of an exciting, one-of-a-kind experience!
- You are welcome and encouraged, to volunteer as often as you like

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