



**COMMUNITY
ARTS CENTER**

Job Title: **THEATRE VOLUNTEER**

Department: Front of House

Reports To: House Manager and House Captains

Summary:

Theatre Volunteers greet, direct and assist guests attending performances and other functions at the CAC. Volunteers also occasionally provide support in the administrative office as needed and assist with special events.

Essential Duties and Responsibilities:

- Greet all guests, tear tickets, direct guests to proper entry door into the theatre
- Distribute programs to guests as they enter the theatre
- Allow or disallow access into the theatre seating areas based upon credentials or tickets
- Assist guests in locating proper assigned seats and immediately report any ticket problems to a house supervisor or House Manager
- Answer questions and provide guests with directions and other information regarding the theatre
- Respond to all guest comments and/or complaints in a prompt and friendly manner
- Ensure that guests follow theatre safety policies and that all fire codes are enforced
- Distribute promotional materials for upcoming performances to guests as they exit the theatre
- Provide information and direct guests to appropriate exits in the event of an emergency
- Return auditorium seats to upright position following performances
- Perform other duties as assigned

Qualifications:

- Must be 18 years of age or older.
- Must be willing to make a commitment to work at least one event per month.
- 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.

Physical Demands:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to sit, stand, walk and climb or balance. The employee is occasionally required to stoop, kneel or crouch. The employee will occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

Work Environment:

The noise level in the work environment is usually moderate, but is occasionally loud. The employee is occasionally exposed to outside weather conditions.