

City of Lakewood Volunteer Job Description

Department: Community Resources
Division: Heritage, Cultural and Arts
Committee: Cultural Center Performance Assistant



Committee Purpose

The theater committee's primary purpose is to assist in providing logistical customer service operations for all Lakewood Cultural Center theater performances and events.

Responsibilities

Responsibilities vary depending on the event and position a volunteer is assigned. A volunteer is expected to be able to perform in each position. To follow are some examples of positions available for a performance:

- Elevator & Front Door Positions are responsible for greeting patrons, directing patrons to the correct theater entry door, where to purchase tickets or pick up Will Call tickets, ensuring the safe arrival and departure of patrons, monitoring backstage access, assisting with alcohol control, assisting with control of egress after the performance and answering questions.
- Ticket Taking Position is responsible for reviewing tickets and taking stubs upon entry into theater while confirming correct day, date, time and performance title, enforcing theater procedures prior to the start and throughout the performance and answering questions.
- Usher Position is responsible for distributing programs, directing patrons to their seats, assisting physically challenged patrons, enforcing theater procedures prior to the start and throughout the performance and answering questions.
- Balcony Position is responsible for both the Usher and Ticket Taking Position responsibilities listed above.
- Will Call Position is responsible for distributing previously purchased tickets, answering the telephone to provide facility directions and answering questions.

Qualifications

Volunteer must be able to prove to maintain a high level of customer service, provide communication in English including hearing, speaking, and understanding, an ability to respond to directions provided by committee leadership, ability to work with patrons of all ages and abilities, and the ability to stand and/or walk for approximately one hour at a time.

Age Requirement

The minimum age requirement for this committee is 18 years old.

Schedule

The Performance Assistant Committee does not have a set schedule. Performance Assistant opportunities are posted one month in advance on the 1st of every month in Volgistics, the City of Lakewood's scheduling system.

Training

Volunteer must attend official theater training, usually scheduled in April and September. This training is mandatory for any new volunteers and lasts three hours. Each new volunteer will be scheduled for four shadowing shifts during which the new volunteer will follow a veteran volunteer and learn the positions' responsibilities. After completing the training session and shadowing shifts, the committee leadership will determine if volunteer is capable of working in this committee or should be reassigned.

Dress Code

Performance Assistants are required to wear an established, professional uniform dress. This uniform dress enables the patron to easily identify volunteers. The dress code for the theater is:

- Women - black dress slacks or skirts (not jeans, capris or tights) and a solid white (not cream or beige) long-sleeve collared blouse, black socks or hose and black shoes.
- Men – black dress slacks (not jeans), a white dress shirt, black bolo, neck or bow tie, black socks and black shoes.
- Any jackets, vests or cardigans must be white or black (not cream or beige).
- Jewelry must be basic, in good taste and not distracting from the black and white dress code.
- Perfume/Cologne – Be aware that people may have sensitivity to perfume or cologne so please refrain from using.
- A name badge will be provided. This is part of the volunteer uniform and must be worn during each shift.

Work Environment

Indoor – This committee participates year-round and is located in a climate controlled area in well-lit and dark spaces. Various sound levels, from very loud to very soft, may be encountered. Volunteer may also encounter occasional use of fog or haze, strobes, mirror ball or other theatrical components.

Punctuality and Absenteeism

If the volunteer is unable to fulfill a commitment, it is the volunteer's responsibility to call 303-987-7860 and leave a message or contact the Volunteer Coordinator.