

City of Lakewood Volunteer Job Description

Department: Community Resources
Division: Heritage, Cultural and Arts
Committee: Performances
Last Updated: May 2011



Committee Leadership

Cultural Center Specialist
Kelly Graham
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Cultural Center Administrator
Susan Martin
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Committee Purpose

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

Responsibilities

Responsibilities vary depending on the event and position a volunteer is assigned. To follow are some examples of positions available for a performance:

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

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.

Schedule

The Lakewood Cultural Center does not have a set schedule. Performance Assistant opportunities are posted 60 days in advance on the 1st of every month in the Performance Note Book.

Training

Each new volunteer will be scheduled for two or more shadowing shifts. During these shifts the new volunteer will be following a veteran volunteer and discover the positions' responsibilities. A required official theatre training will be scheduled for March and September. Training will be provided by the committee leadership. The training session will last approximately three hours. 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 white (not cream or beige) blouse, black socks or hose, and black shoes.
- Men – black dress slacks (not jeans), a white dress shirt, black bolo, necktie, or bowtie and 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.
- A name badge will be provided. This is part of the volunteer uniform and must be worn at all times when patrons are present.

Work Environment

Indoor – This committee participates year-round and is located in a climate controlled area.

Punctuality and Absenteeism

Day of, or weekend of, a performance, if the volunteer is unable to fulfill a commitment, it is the volunteer's responsibility to follow these procedures:

- Prior to the day or weekend of the performance call the Volunteer Coordinator (303-987-7868).
- Day or weekend of the performance, if the volunteer is not able to attend, call the Volunteer Hotline (303-987-7860) and leave a message for the House Manager.