



## VOLUNTEER EXPECTATIONS

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**Position:** Volunteer Usher  
**Reports To:** Patron Services Manager

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### SUMMARY

Our Volunteers are an important part of the Peace Center's service to the public and to our vitality. A Volunteer Usher is the public face of the Peace Center and plays a vital role during performances and events. Supervised by the Patron Services Manager and House Supervisor, a Volunteer Usher is responsible for ensuring that patrons have tickets for the proper events and that they have a positive and enjoyable experience from the moment they enter the venue.

### ESSENTIAL DUTIES (Include, but are not limited to)

- Greet patrons and scan their tickets for each show.
- Assist patrons with seating issues.
- Monitor access to the audience chamber as necessary.
- Assist with set up and break down of Lobby materials for events, including tables, rope and stanchions, programs, etc.
- Remain knowledgeable about Peace Center programs and facilities.
- Ensure the safety of Peace Center patrons and follow safety guidelines and processes.
- Report any safety issues or unsafe working conditions immediately to a member of management.
- Learn and comply with guidelines and procedures in the Front Of House Handbook.
- Perform other related duties as assigned and deemed necessary to the position.

### QUALIFICATIONS

- Must be at least 18 years of age
- High school diploma, or equivalent
- Excellent customer service skills
- Strong interpersonal communication skills
- Good judgment and problem solving skills
- Attention to detail
- Ability to maintain composure under stress and remain calm during emergency situations
- Positive and professional demeanor in encounters with Patrons and Peace Center staff
- Because of our investment in training volunteers, we ask that you be available to work a minimum of 4 events each month

**PHYSICAL REQUIREMENTS**

- Able to remain in a stationary position for up to 4 hours
- Able to recognize and identify printed information on event tickets
- Understanding of ticket scanners, operation and trouble shooting
- Ability to frequently lift and move objects weighing up to 30 lbs.
- Ability to ascend/descend stairs to move objects and assist patrons in the theatre
- Ability to work an irregular schedule including days, evenings, weekends and holidays as assigned

**VOLUNTEER ACKNOWLEDGMENT**

*This summary of Volunteer Expectations is intended to provide a guideline for volunteer expectations and the volunteer's ability to perform the duties of a volunteer. It is not intended to be construed as an exhaustive list of all volunteer duties and additional responsibilities may be assigned as appropriate. Volunteers are not paid for their services to the Peace Center, and this document does not represent an express or implied contract of employment. The Peace Center reserves the right to change this position description as deemed appropriate.*

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Print Volunteer Name

Volunteer Signature

Date Signed