



Spring Volunteer Position Descriptions

CSB Community of Volunteers: Front of House TEAM

Petit Ballet featuring *The Secret Garden* and Gala Performance featuring *A Midsummer Night's Dream*

All volunteers must be at least 16 years old and complete a background check.

Position Title: Volunteer Check-In/Floater

Schedule: Time commitment is approximately 4 ½ hours per performance.

Number Needed: 1 per performance

Position Description

The volunteer for the check-in/floater position is responsible for checking in all Front of House volunteers, keeping accurate check-in/out records, and filling in during performances where needed in other front of house positions. Training is available.

Position Title: Ticket Sales at the Door

Schedule: Time commitment is approximately 2 ½ hours per performance.

Number Needed: 2 per performance

Position Description

The volunteer for ticket sales at the door position is responsible for arriving at the venue NO LATER THAN one hour before showtime. In the Box Office you will be issuing tickets to “will call” patrons. There will be two ticket lines: 1) paid will call tickets, not-paid will call tickets and non-reserved seats for walk-in patrons; 2) patrons who have purchased tickets online. You will be handling money, tickets, and people. Ticket sales are a fast-paced and exciting volunteer opportunity. Please make sure that you don’t have any children for which you are responsible during your time commitment, as your attention will need to be on the ticket sales. Once the performance has begun, and patrons are finished filing in (usually 15-20 minutes after the published show start time), you are free to arrange with the ushers to view the show from the back of the venue. You will need to return to your post 10 minutes before intermission. Once intermission has concluded and the show has resumed, your commitment is fulfilled. If the weather is chilly, make sure you bring a jacket because you’ll be standing in the breezeway of the lobby with the doors open. You may be reassigned to a Front of House volunteer position based on needs of the performance. Training is available. A short meeting is scheduled with Box Office/House Manager on 4/20/19 at 4:00pm.

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Position Title: Ushers
Schedule: Time commitment is approximately 4 hours per performance.
Number Needed: 4 per performance

Position Description

The volunteer ushers position is responsible for arriving 1 hour prior to the performance start, checking in with the Volunteer Check-In/Floater, passing out programs, checking tickets, helping audience members find their seats, directing patrons to the restrooms and through the lobby area, reminding parents that they may only pick up their performers at the backstage door, calming patrons in the event of an emergency or disturbance, contacting the Box Office/House Manager if there are any problems, cleaning up the auditorium after the show's conclusion, keeping the doors to the auditorium closed during and prior to the performance, keeping the doors to the auditorium from slamming during the performance, and opening the doors prior to the show, at intermission, and after the show. Please make sure that Act 1 Performers who are going to see Act 2 of the show are accompanied by an adult, have their own ticket for the show, have all of their performance make-up removed, and are wearing normal clothes (not ballet attire). Ushering Volunteers may sit in temporary chairs and watch the entire show from the back of the auditorium unless you are needed in the lobby area. You should be able to watch the show in its entirety. *High School students under the age of 16 are allowed to usher by referral.*

Position Title: Head Ushers
Schedule: Time commitment is approximately 5 hours per performance.
Number Needed: 2 per performance

Position Description

The volunteer ushers position is responsible for arriving 1.25 hours prior to the performance start, checking in with Volunteer Check-In Floater, passing out programs, double-checking tickets, helping audience members find their seats, directing patrons to the restrooms and through the lobby area, reminding parents that they may only pick up their performers at the backstage door, calming patrons in the event of an emergency or disturbance, contacting the Box Office/House Manager if there are any problems, cleaning up the auditorium after the show's conclusion, keeping the doors to the auditorium closed during and prior to the performance, keeping the doors to the auditorium from slamming during the performance, and opening the doors prior to the show, at intermission, and after the show. Please make sure that Act 1 Performers who are going to see Act 2 of the show are accompanied by an adult, have their own ticket for the show, have all of their performance make-up removed, and are wearing normal clothes (not ballet attire). Ushering Volunteers may sit in temporary chairs and watch the entire show from the back of the auditorium unless you are needed in the lobby area. You should be able to watch the show in its entirety. This volunteer must be very familiar with the seating layout at the venue and should be courteous and have managerial abilities to over-see Ushers. You will also attend a short meeting with Box Office/House Manager on 4/20/19 at 4:30 pm.