Volunteer/Usher

Job Description

Planned Start Date: TBD
Employment Status: Volunteer/Usher – Part Time
Reports to: Front of House (FOH) Manager

All SKyPAC volunteers/ushers will play a vital role within the SKyPAC team and hold responsibility for ensuring patron satisfaction by providing exceptional customer service to everyone who utilizes the 80,000 square foot facility. Comprised of a 1,800-seat performance hall, a studio/black box theater, rehearsal rooms, and a 5,000 square foot lobby, SKyPAC will provide the ultimate gathering space for a myriad of performing arts presentations and community events.

GENERAL RESPONSIBILITIES

- Attend meetings and participate in a minimum of 4-hour job training courses specific and appropriate to SKyPAC.
- All SKyPAC volunteer/usher/front of house positions, including those recruited by other renter organizations, will be required to attend the training courses.
- Willing to work evening and weekend events; able to arrive on time for scheduled shifts, and be in appropriate dress (clean, pressed, white shirt and black trousers/pants). SKyPAC will provide jackets only.
- Attend pre-event meetings and understand duty assignment and event specifics
- Understand and adhere to SKyPAC’s established policies and procedures
- Be able to provide patrons information about the venue (i.e. location of ticket office, restrooms, concessions, seating, etc.)
- Become familiar with physical surroundings in assigned area prior to and during the event as it relates to safety, cleanliness, and functionality
- Respond quickly, respectfully and courteously to patron’s needs, questions, comments, or concerns
- Assist in program preparation which may include, but may not be limited to, stuffing inserts, distribution, prior to and collection after events
- Understand Americans with Disabilities Act (ADA) standards, and be able to assist with special needs patrons if necessary
- Additional duties as assigned

POSITION QUALIFICATIONS (Minimum)

- Ability to provide exceptional customer service
- Must have a willingness to listen and learn
- Must be polite, courteous, and respectful (sometimes in difficult situations)
- Must like, and enjoy working with all members of the public
- Have excellent oral communication and problem solving skills
- Have prior volunteer experience
- Must be able to stand for long periods of time; climb up and descend stairs easily to provide effective staff coverage in FOH areas
- Must be able to communicate via email

Note: There is no guarantee that volunteers/ushers will have the ability to attend the performance(s) at which they work.

The Southern Kentucky Performing Arts Center (SKyPAC) is an equal opportunity employer. Applicants must be able to lift 20 lbs. and work a flexible schedule that holds a number of night and weekend performances. Should the position require driving, possession of a valid driver’s license and appropriate automobile insurance is necessary.
Volunteer Information Form

*Anyone under the age of 18 must submit two letters of reference from teachers, employers, or community leaders*

Last Name ____________________________  First ____________________________

Address: _____________________________ City _____________________________ Zip__________

Phone _____________________________ Cell _____________________________ Email__________________

**Hours Available to Volunteer** (Please ✓ the day of the week and indicate times)

<table>
<thead>
<tr>
<th>Monday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>Saturday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Sunday</td>
</tr>
<tr>
<td>Thursday</td>
<td>Seasonal</td>
</tr>
</tbody>
</table>

Please list any volunteer or relevant work experience:
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

Please list any special skills, languages, or certifications:
______________________________________________________________________
______________________________________________________________________

**Emergency Contacts:**

Name: _____________________________ Phone: _____________________________ Cell: _____________________________

Name: _____________________________ Phone: _____________________________ Cell: _____________________________

Please print to fill out this form. You may scan in your completed form email form to Hannah Turner at hturner@theskypac.com or fax to 270-904-0842.