

POSITION TITLE: Support for Community Living Volunteer

JOB SUMMARY:

The Volunteer provides a welcoming atmosphere by ensuring all patrons are given professional and friendly customer service in a safe environment.

ORGANIZATIONAL DUTIES & RESPONSIBILITIES:

1. Supports the mission, vision, values and standards of behavior of The Kentucky Center.
2. Exhibits effective communication skills.
3. Able to volunteer a minimum of one shift per month.

SERVICE ORIENTATION: Strives to meet or exceed expectation in the delivery of services and contributes to enhancing the quality of the work environment.

1. Understands the emergency procedures and assists in the event of an emergency.
2. Directs patrons within the building including to theaters, seating locations, restrooms, will call, and coat check.
3. Carries out duties as assigned per performance or event: program stuffing and distribution, ticket scanning, ushering, greeting and giving directions, renting binoculars, working in Coat Check, and other tasks.
4. Assists patrons before, during and after performances and events.
5. Understands all Kentucky Center accessibility services, provides assistance to patrons with access needs, and uses approved language.
6. Monitors and supervises the behavior, safety and comfort of the audience during performances, ensuring that patrons can enjoy the performance free of disturbances and reporting any difficulties on stage or in the audience to supervising Floor Manager.
7. Attends and satisfactorily completes all aspects of orientation and yearly training sessions.
8. Thoroughly understands and adheres to the standards set forth in the current volunteer manual and all other pertinent information.
9. Participates in an initial goal-setting meeting with the Manager of Volunteer Services and quarterly progress meetings.

QUALIFICATIONS:

1. Currently participating in a community living support program in the Kentuckiana area and accompanied by a Direct Support Professional employed by that program.
2. Must be at least 16 years of age.
3. Interest in performing service to the arts community
4. Ability to work with a broad range of people.
5. Ability to work independently or as a team.
6. Excellent customer service orientation.
7. Must have access to a working email account.

*****We cannot guarantee Accessible seating at events for our volunteers. Every effort will be made to allow volunteers the opportunity to see the performances that they work, but it may not be possible if patrons have purchased the available Accessible seating.**