

POSITION TITLE: 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.

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.

RESULTING ESSENTIAL PHYSICAL ABILITIES

1. Ability to negotiate multiple levels of stairs, climbing and descending.
2. Ability to stand for extended periods of time.
3. Ability to lift approximately 10 pounds unassisted using appropriate lifting techniques and/or devices.
4. Must be able to read fine print.
5. Must be able to move quickly and calmly in an emergency.
6. Must be able to stand, sit, or walk for indeterminate amount of time (usually between 2-4 hours)

QUALIFICATIONS:

1. Must be at least 16 years of age.
2. Ability to work with a broad range of people.
3. Ability to work independently or as a team.
4. Excellent customer service orientation.
5. Must have access to a working email account.