

# HANOVER THEATRE

## Volunteer Positions at The Hanover Theatre for the Performing Arts

**Objective:** To provide quality service to patrons attending events and to assist in event preparation and conclusion.

### **Usher, Ticket Taker, Greeter:**

This volunteer will assist patrons of the theatre to their seats and prepare and distribute printed materials such as programs. This position requires a polite individual with solid customer service ability. Each person is to be treated with dignity and respect.

### **Essential Functions & Responsibilities:**

- Attend meeting and training sessions as required.
- Understand and implement policies and procedures.
- Actively assist patrons in times of emergency and complete all aspects of emergency evacuation training annually.
- Ability to stand for long periods of time (upwards of 5 hours) and climb stairs repeatedly.
- Ability to stoop, kneel, crouch, crawl, reach, handle, and feel.
- Ability to move throughout theatre environment and building, and continuously perform essential functions for an extended period of time.
- Ability to read event ticket at an 11-point font with the aid of a flashlight.
- Arrive 90 minutes prior to the performance time and remain 45 minutes following the performance.

**Commitment:** Minimum of one year, two events per month (including weekend events).

### **Gardening/Plaza Maintenance:**

This volunteer will assist the theatre in maintaining the grounds of the Federal Plaza located in front of the theatre between Southbridge and Main Street. Volunteers will help to remove trash from the grounds, mulch, weed flower beds, maintain current plants, and assist in new plantings.

### **Essential Functions & Responsibilities:**

- Actively assist in maintenance of the plaza.
- Be courteous of public in the plaza during maintenance times.
- Arrive prepared with necessary tools.
- Assist in general clean-up before leaving area.

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- Willingness to take on various tasks.
- Willingness to work outdoors under varying temperatures.
- Ability to stoop, kneel, crouch, crawl, reach, handle, and feel.
- Ability to lift 15 lbs.

**Commitment:** Minimum of one year, 4 hours per month

## **Administrative & Box Office Work:**

This volunteer will assist the theatre's box office or administrative staff in daily functions such as data-entry, maintaining the customer database, filing, answering phones, stuffing envelopes or programs, preparing mass mailings or will-call tickets, and general organization of office space.

## **Essential Functions & Responsibilities:**

- Proficiency in Microsoft Office.
- Willingness to be trained on theatre's ticketing system.
- Pleasant phone voice.
- Ability to reach, handle and feel.
- Attend meeting and training sessions as required.
- Willingness to be trained on theatre's ticketing system.

**Commitment:** One year, two weeks per month, 8 hours per week.

## **Tour Guide:**

This volunteer will assist the theatre in guiding groups through educational tours of the theatre.

## **Essential Functions & Responsibilities:**

- Attend meeting and training sessions as required.
- Ability to memorize tour script.
- Enjoy working with people.
- Ability to move throughout theatre environment and building, and continuously perform essential functions for an extended period of time.
- Ability to climb stairs repeatedly.

**Commitment:** One year, one weekend per month.