



## 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.*



Date \_\_\_\_\_

## 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)

<input type="checkbox"/>	Monday
<input type="checkbox"/>	Tuesday
<input type="checkbox"/>	Wednesday
<input type="checkbox"/>	Thursday

<input type="checkbox"/>	Friday
<input type="checkbox"/>	Saturday
<input type="checkbox"/>	Sunday
<input type="checkbox"/>	Seasonal

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

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

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**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](mailto:hturner@theskypac.com) or fax to 270-904-0842.**