



2009/10 Volunteer Usher Job Description & Expectations

Job Description

Usher: As a Volunteer Usher, you are an integral part of facilitating a smooth, safe and enjoyable theatre going experience for our patrons. Also, as an usher you are an acting example of theatre etiquette as an audience member. The most common duties for theatre ushers are:

- Stuffing Playbills
- Passing out playbills and greeting patrons as they enter the theatre lobby
- Receiving, Reading & Tearing tickets
- Directing Patrons to their seats within the theatre

You may be assigned to any one of these duties upon your arrival at the theatre so all volunteers must be physically capable of fulfilling any of the above mentioned duties. Ushers are also present to assist, under the direction of the House Manager on duty, in an emergency if needed.

Expectations

***House Managers:** Our House Managers have the responsibility of ensuring a positive experience for all of our patrons by ensuring their safety and satisfaction while they are in our building. It is your responsibility to support and enforce the decisions made by the House Manager and fulfill the duties assigned to you by him or her. If you find yourself unwilling or unable to do so please inform the House Manager so that he or she can reassign you appropriately. **The House Manager needs your respect and cooperation to do his or her job effectively.** House Managers are legally required to remain in the theater building for the duration of the performance. As challenges arise, they are authorized to make decisions on behalf of Artists Rep as a whole.

***Call-Time:** Please arrive prepared for your shift **at least one hour prior to curtain time.** Please make every effort to be on time. If you are late, we can not guarantee your position as usher or entry to the performance that evening. Upon arrival, **please inform the Box Office that you are a volunteer and wait for the House Manager assigned that evening to your respective theater who will assign your evenings duties,** and likewise, **notify the House Manager should you need to leave for any reason.**

***Appropriate Dress:** Artists Rep asks that our volunteers dress in **black on black.** This includes black pants or skirt, a black shirt or blouse, black shoes, etc...

***Usher Seating:** Under most circumstances we will be able to seat you in the performance for which you are volunteering. However, if a show is sold out, we seat all ticketed and standby patrons first. If you are not able to be seated in the performance or are asked to remain outside the theater for any reason you will receive a voucher for one complimentary ticket to any other show within the 2009/10 season. You will still be expected to fulfill your usher duties for the duration of the performance.

***Schedule Changes:** To cancel or reschedule your shift, please email volunteer@artistsrep.org or call the Volunteer Hotline at **503-241-9807 x132.** Advance notice is helpful and will directly effect the options for your being rescheduled. Do not find your own replacement for your shift.

***Parking:** Street parking is free after 7pm and \$1.25/hr before 7pm. You may park in the Artists Rep parking lot for \$5 per show, payable at the pay station.

***Alcohol:** While on duty as a Volunteer Usher you are required by the Oregon Liquor Control Commission to refrain from consuming any alcoholic beverages. Ushers are not permitted to serve or pour alcohol unless carrying a valid Oregon Liquor Control Commission server's license and asked by the House Manager to do so.

***Off-Limits Areas:** Please remain out of the green room, kitchen, backstage, box office or under the stage area unless directed by a House Manager or staff member to do so.

**** ART has a once a year volunteer sign up opportunity in the spring, from which we staff the next year's season. This application is for people who missed the annual sign up opportunity. This does not guarantee ushering opportunities for the 2009-10 season, but will place you on the replacement list for all current shows and ensure you are notified about next year's sign up opportunities. Thank you for your interest. We look forward to welcoming you to our usher staff. *****

Name _____ Date _____
 Address _____
 Phone _____
 Email _____

The show schedule below is a basic outline of our shows time slots, times listed are **arrival** times.

1. Please mark with a yes or a no, all of the days of the week and time slots when you are and are not generally available:

	Tuesday
6:30pm	
	Wednesday
10:00am	
6:30pm	
	Thursday
6:30pm	
	Friday
6:30pm	
	Saturday
6:30pm	
	Sunday
1:00pm	
6:30pm	

2. Are there any windows of time where you are unavailable?
3. Do you usher with any other person? If so, please name them. (The largest groups we can accommodate are four people and keep in mind the more schedule flexibility available the easier it is to place you). Please list also if working with a partner is preferred or mandatory.
4. Are there any productions which you are **not** interested in working?
5. Are you available for last minute scheduling? If yes, please indicate how long it would take you to travel to the theatre.
6. Do you have ushering experience? Where? How many years?
7. Have you ushered for ART previously? If yes, how many seasons?

8. Occasionally there are opportunities to volunteer in other capacities at the theater in exchange for tickets. Please mark all ways you may be interested in volunteering. Times listed are general times these duties occur, you need not be available within the entire time frame given but should have general compatibility with the hours – each activity would be scheduled with particulars individually and as needed.

_____ Office work (Monday – Friday 9-5)

_____ Special Events

_____ Mailings

_____ Set assistance (Building, striking, often requires physical capability to lift heavy objects.)

_____ Costume Assistance

_____ Parking Greeter (During show performance hours. Requires standing outdoors for one hour. Need be physically strong and comfortable for such a task.)

9. If you have specific talents you believe ART could benefit from please let us know about them.

10. Please include any other details you feel I should know.

Thank you wholeheartedly for your interest and for your information.
Well Wishes. We will be in touch.

Natalie Rose
Volunteer Coordinator & Lead House Manager, Artists Repertory Theatre

**** Please ensure you will receive my emails by adding my address to your email address book-
volunteer@artistsrep.org ****



2009/10 Volunteer Contract

ACCEPTANCE OF VOLUNTEER DUTIES AND RESPONSIBILITIES:

I have read and understood the expectations on the document "2009/10 Volunteer Usher Job Description & Expectations" and hereby acknowledge that I am capable and willing to fulfill any and all of the responsibilities and expectations outlined as a Volunteer Usher for Artists Repertory Theatre. I understand that if something changes and I can no longer perform any of the outlined tasks, it is my responsibility to notify the Artists Repertory Theatre Volunteer Coordinator via email at volunteer@artistsrep.org or via phone at 503-241-9807 x132 as soon as possible. **I also understand that if my performance as a volunteer does not meet the standards outlined in the Job Description & Expectations document, I may be requested to discontinue ushering for Artists Repertory Theatre.**

Signed _____ Date _____
Volunteer

Print _____

Signed _____ Date _____
Volunteer Coordinator

Print Natalie Rose _____

Volunteer Usher 2009/10 Season