

FORD AMPHITHEATRE VOLUNTEER JOB DESCRIPTION

JOB TITLE: Ford Amphitheatre Volunteer

SUPERVISOR: House Manager

TIME COMMITMENT: All volunteers must arrive 2.5 hours before event time and assist during 15 minute intermission of show. Although some volunteers also like to work during the show, volunteers are invited to watch the performance once the show has started depending on seating availability.

DUTIES: All volunteers will be trained to fill the following positions and will be rotated throughout the season.

Usher

Greeting and seating patrons, handing out programs, and answering patron questions

Picnic Table Host

Assisting Friends of the Ford members with locating their reserved picnic tables, securing reserved picnic table areas, providing information about Friends of the Ford, and signing up new FOF members

Greeter

Greeting and providing information to patrons

QUALIFICATIONS: The volunteer must:

- Have a pleasant manner
- Have the ability to take direction and work independently
- Be flexible
- Be supportive of the mission of the Ford Amphitheatre
- Remember our motto, "Welcome to the Ford!"

TRAINING: All new volunteers are required to attend a mandatory training meeting at the start of each season.

IMPORTANCE OF JOB TO THE ORGANIZATION'S PURPOSE:

Ford Amphitheatre volunteers are a vital liaison between patrons and staff. Volunteers reflect a standard of customer service in which the patron comes first. Our goal is to establish and maintain a reputation where all those who walk through our gates (patrons, artists, staff, etc.) are welcomed warmly and experience the very best of Los Angeles performing arts. All permanent, seasonal, and volunteer staff are expected to create an environment in which a friendly, respectful, helpful, courteous, and responsive manner is standard. Achieving these standards of customer service will ensure repeat patrons and solidify the legacy of the Ford.