



Volunteer Position:
Guest Services Support

POSITION DESCRIPTION:

Young People's Theatre (YPT) is seeking **Guest Services Support (GSS)** volunteers to play an integral role in ensuring that all patrons enjoy a safe and enjoyable visit to the theatre. Working alongside the Front of House team, GSS volunteers are needed for school performances (weekdays), public performances (weekends) and opening nights (evenings). Additionally, GSS volunteers may assist with special events and relaxed performances throughout the season.

VOLUNTEER RESPONSIBILITIES:

- Act as an ambassador for YPT
- Assist with setting up the house and lobbies
- Inform patrons about the performance and answer basic questions about YPT
- Welcome patrons and distribute show programs
- Be familiar with evacuation and emergency procedures
- Engage with young patrons and create an opportunity for learning
- Help to make YPT a wonderful experience

QUALIFICATIONS:

- Comfortable interacting with patrons of all ages (particularly children)
- Excellent communication and problem-solving skills
- Capable of communicating positively to establish guest needs efficiently and courteously
- A team player and positive role model
- Able to be on your feet for extended periods of time
- Customer service experience is an asset
- At least 14 years old

COMMITMENT:

This volunteer opportunity is flexible. Performances run from September 2018 to May 2019. Shifts are available for our school performances (Monday to Friday), public performances (Saturday & Sunday) and opening nights (Wednesday & Thursday evenings). Shifts are approximately 3 hours in length.

BENEFITS:

- Witness children and families experience the magic of live theatre
- Develop customer service skills and meet new people
- Enjoy the performance when not assisting patrons
- Gain volunteer hours and references for future work and education-related opportunities

HOW TO APPLY:

- This is an **ongoing** volunteer opportunity. Please complete the [online volunteer application form](#) and learn more about the performances in our [2018/19 Season](#).
- If you have more questions or want to learn more, contact Marjie Chud, Interim Community Volunteer Manager at mchud@youngpeoplestheatre.ca

Due to the nature of our business, a condition of engagement may require YPT to have on file an acceptable Vulnerable Sector Police Records Check. Volunteers also agree to abide by YPT's Child Safety Code of Conduct. Young People's Theatre strongly supports and values diversity. Applications from all candidates are welcome, and people with disabilities and individuals from equity-seeking groups are encouraged to apply.