



VOLUNTEER POSITION:

Guest Services Support | 2019/20 Season

POSITION DESCRIPTION:

Young People's Theatre (YPT) is seeking **Guest Services Support** (GSS) volunteers to join the Front of House team. Our 2019/20 Season will feature eight outstanding shows for young people on two stages, including two world premieres, one Canadian premiere and the return of two audience favorites! GSS volunteers are an important part of every performance. They assist with welcoming our audience and support the ushers in ensuring that everything runs smoothly.

COMMITMENT:

- This volunteer opportunity is flexible – Performances run from **October 2019 to May 2020**.
- Shifts are three hours in length and during the daytime. GSS are required for our school performances on weekdays and pubic performances on weekends.
- Additional GSS support is required for our Relaxed Performances. These performances well-suited for young audiences and for individuals with Autism Spectrum Disorder (ASD).

VOLUNTEER RESPONSIBILITIES:

- Act as an ambassador for YPT.
- Welcome patrons and distribute show programmes.
- Direct audience members to assigned and/or available seats.
- Open doors when directed by staff.
- Assist with crowd control and be familiar with emergency procedures.
- Engage with young patrons and create an opportunity for learning.

QUALIFICATIONS:

- Enthusiastic and patient when fielding questions and disseminating information to the public
- Comfortable interacting with patrons of all ages, particularly children and families
- Excellent communication and problem-solving skills
- Team player and great attitude toward assisting others
- Ability to escort patrons to seats in all levels of the theater: orchestra, mezzanine or balcony
- Customer service experience an asset
- At least 14 years old

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.
- Volunteer hours and references for future work and education.
- Meet others who share a passion for live theater, while giving back to the community.

HOW TO APPLY:

This is an **ongoing** volunteer opportunity. Please complete the [online volunteer application form](#) and learn more about the performances in our 2019/2020 season.

If you have more questions or want to learn more, contact Norah O'Donnell, Community Volunteer Manager at nodonnell@youngpeopletheatre.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.