



Town of Halton Hills
1 Halton Hills Drive
Halton Hills ON L7G 5G2
www.haltonhills.ca

Recreation & Parks Volunteer Position Description

POSITION TITLE: Theatre Usher Volunteer

PROGRAM: John Elliott Theatre

CUSTOMER GROUP: General Public – Theatre Patrons

POSITION PURPOSE:

Ushers assist theatre patrons to their seats, provide information about upcoming shows, ensure that the patrons of the theatre are safe and help ensure that visitors have amazing experiences.

REPORTING TO: Theatre Supervisor, Cultural Centre

TIME COMMITMENT:

Variable shift times, average shift time 4 hours.

Shifts take place during theatre performances, usually weekend day and evening or weekday evening. Average shifts run from one hour prior to show time until 30 minutes after the end of the show.

JOB DURATION:

Theatre seasons run from September to June.

LOCATION: John Elliott Theatre, Halton Hills Cultural Centre

POSITION DUTIES/RESPONSIBILITIES:

- Assisting audience members to their seats
- Ensuring the safety of the audience members at events, under the supervision of the Theatre staff
- Checking tickets at ticketed events
- Providing information to patrons about events at the theatres
- Maintaining the basic tidiness of the theatre seating area and lobby
- Assisting with Coat Check when needed

QUALIFICATIONS & SKILLS:

- Minimum 14 years of age
- Completed mandatory training
- Enthusiastic personality
- Curiosity
- Public speaking ability
- Positive energy
- Creative & critical thinker
- Resourceful
- Embrace change and challenge

BOUNDARIES/LIMITATIONS:

- Volunteers will not use Town of Halton Hills equipment for personal reasons
- Volunteers will not perform the core functions of staff positions
- Volunteers will not take the lead in emergency situations
- Volunteers will not answer questions to which they do not know the answer

VOLUNTEER BENEFITS:

- Opportunity to see theatre performances
- Hours apply to the required 40 hours of community service in high school
- Confirmation of hours and reference letters upon completion of volunteer commitment
- Meet new people and develop relationships for potential job opportunities in the future

ORIENTATION/TRAINING:

- Must attend a mandatory first day orientation – approx. 30 minutes.

SUPERVISION & SUPPORT:

- Upon placement the volunteer will report directly to their designated Cultural Centre staff and will be supervised by them throughout the program
- The Curator, Cultural Centre Supervisor, or other Cultural Centre staff will be available to address concerns or questions during the placement
- It is the responsibility of the volunteer to ask questions and seek support and guidance where needed

VOLUNTEER EVALUATION:

Volunteers receive a performance evaluation at the end of a program session and or upon their departure. Volunteers are also encouraged to complete a self-evaluation as well as an evaluation of the volunteer program in general.

RISK LEVEL: LOW

SCREENING:

- Application
- Interview
- Signed agreement form
- 2 reference checks
- Orientation
- Ongoing supervision and training
- Final evaluation

Date Developed: March 22, 2013

Revision Date:

Developed By: Jamie Smith, Cultural Centre Supervisor