



**Title:** Front-of-house volunteer      **Division/Department:** Operations

**Reporting To:** Front-of-house manager

**Position Type:** Volunteer

### Position summary

Front-of-house volunteers play a crucial role in ensuring a positive and memorable guest experience for all patrons attending performances at the Carolina Theatre. As a theatre ambassador, you'll greet guests, assist with seating, provide information and ensure the safety and comfort of all event attendees. You'll be the first point of contact for our guests and will contribute to the overall success of our programs by delivering an exceptional customer experience.

### Duties and responsibilities

- Greet and welcome patrons as they arrive at the Carolina Theatre
- Assist with ticket scanning and directing guests to their seats
- Provide information about the venue, performances, facilities and amenities
- Ensure the safety and comfort of patrons by monitoring the audience and addressing any issues that arise
- Assist with crowd control and manage the flow of guests entering and exiting the theatre
- Enforce theatre policies, such as no photography or video recording
- Address disruptive behavior or disturbances promptly and professionally
- Assist patrons with special needs, including providing wheelchair assistance and other accommodations
- Respond to patron inquiries and resolve any issues in a courteous and professional manner
- Support the front-of-house manager and other staff as needed

*This job description isn't designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.*

### Job qualifications

- Excellent interpersonal and communication skills
- Friendly, approachable and customer-focused attitude
- Ability to remain calm and composed in a fast-paced environment
- Strong problem-solving skills and the ability to handle difficult situations with tact and diplomacy
- Flexibility to work evenings, weekends and holidays as required
- Previous experience in live events and/or ushering is a plus but not required
- Passion for the performing arts and a desire to contribute to the community

## Physical requirements

- See and read tickets in a low-lighting environment
- Ability to direct patrons to their seats
- Respond quickly in emergency situations

## Benefits

- Complimentary tickets to performances (subject to availability)
- Opportunity to be part of a vibrant and dynamic performing arts community
- Gain valuable experience in customer service and event management
- Networking opportunities with other volunteers and staff
- Recognition and appreciation events for volunteers

To apply: [Complete an Online Application Form](#)