



# THE CORPORATION OF THE TOWN OF OAKVILLE

## VOLUNTEER POSTING

*This volunteer profile reflects the general details considered necessary to perform the principle functions and shall not be construed as an interpretation of all work requirements inherent in the job. Applicants are required to demonstrate in their applications and in the interview process that their qualifications for the positions match those specified. Applicants may be required to undergo a skills assessment and/or testing.*

**Job Designation:** Usher – Oakville Centre for the Performing Arts

**Department:** Recreation and Culture

### Volunteer Responsibilities:

The mandate is to attentively assist and ensure a pleasant and safe experience to the public attending performances. Providing good customer service is the main focus of the Front of House team.

Additional duties include:

- Welcome and direct patrons to the correct seat and provide them with the proper information required for a “red carpet experience”.
- Answer questions or direct to the correct staff person if necessary to appropriately answer.
- To respond to and handle house disturbances.
- To assist anyone who requires assistance or special seating arrangements.
- Assist greeter and coat check volunteers, prepare programs, and clean theatre as required.
- Be familiar with theatre policies and layout.
- Uniform required; OCPA uniform shirts will cost \$20.00
- To assist and lead patrons out during evacuation (training and ongoing refresher training provided).
- To be familiar with medical emergency protocol (training and ongoing refresher training provided).
- Be familiar with general information of the current show, hours of operation, parking etc.
- Be familiar with upcoming performances.
- Upon arrival, check in and review daily duties and show details.
- Check and prepare theatre pre and post show.

### Required Commitment:

- 2-3 shifts per month minimum (September to June). All ushers will be required to stay for the entire performance or until relieved by the front of house manager on duty.

### Qualification:

- Strong customer service skills.
- Good communication skills.
- General theatre knowledge and interest.
- Ability to walk up and down stairs in dim lighting and stand for an extended period of time.
- Minimum Age 16 (parental consent required 16 to 18)

### Training:

- Initial orientation training on-site ( includes customer service AODA, Bill 168)
- Position specific Training (shadowing)
- Ongoing mandatory training (updated and refresher on ie fire evacuation ....)

### Screening Required:

- Application (including parent release for 16-18 year olds)
- Interview
- Reference checks (2)

DATED: November 18<sup>th</sup>, 2015

**We thank all applicants and advise that only those selected for an interview will be contacted.**

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer