

# 2018 CCPG Volunteer Position Descriptions

## **Greeters/Information**

### Lobby Greeters:

- Greets guests as they enter the venue
- Helps with directing guests to the theater and other venue facilities
- Other Greeters will be posted in various areas to assist guests with their questions, so will need to familiarize themselves with the program and the venue to be able to answer questions such as where the restrooms are, when is XX performing next, where the theater is, where can they go to smoke, where is the Campfire Stage, where can they get lunch, etc.

## **Box Office/Ticket Sales**

- Will need to be familiar with the theater seating chart and the ticket pricing schedule
- Must be proficient in handling money and credit card transactions
- Requires ability to navigate on-line ticketing software (training will be provided)
- Must be able to work independently and without much supervision
- Facilitates and accommodates ticket exchanges and special requests, while enforcing our "No Refunds" policy

## **Decoration / decorating** (stage and other rooms)

- Using props and decorations supplied, decorates the theater stage, the Campfire Stage room, the Artist Sales room, and other areas as will be determined. This will occur on Thursday morning.
- Will take down, sort, and pack decorations to store in the trailer on Sunday afternoon.

## **Artist Sales Volunteers:**

- Assist the Artist Sales Manager / Assistant in setting up if on the first shift & tear down if on the final shift.
- Assist shoppers in their selections of artists' merchandise.
- Monitor and replenish the stock of CDs, books, etc. on the table top for sale.
- Notify the Artist Sales Manager / Assistant if a performer's back stock is depleted, so that the manager / assistant can ask the performer if they have more available TO BE CHECKED IN by the manager. (Additional stock cannot just be added to their back stock – it must be checked in by the sales manager or assistant only and must added to the inventory worksheets.)

## **Security**

Supervises the Theater Floor Lobby area and secures the Performers' Lounge on the third floor.

## **Membership Desk (Sales & Renewals)**

- Sells CCG Memberships and renewals.
- These volunteers will handle money.

## **Room Monitors for Daytime Sessions**

- Greets guests at the doors of both the Campfire Session Room (Lower Level) and the Roundup Session Room (third floor theater), checks for proper wristband for that day (Friday and Saturday will have different colors) or for weekend pass.
- Daytime sessions do not have reserved seating.
- Monitors doors and allows entry and exit only during the applause. Monitors noise level and either leaves doors open or closes them.

**House Managers** (AMC & Miners Alley) Theater shows only (Thursday, Friday, Saturday evenings, Sunday morning & afternoon)

If you are interested in this and have not been a house manager before, please let us know and we will send additional information to you.

**Ushers** (AMC & Miners Alley) Theater shows only (Thursday, Friday, Saturday evenings, Sunday morning & afternoon)

- Greet guests at the theater doors, checks/takes ticket and reviews to locate seat if assigned.
- Either escorts or directs guest to seat location.
- After performance has started, waits with late-comers at the closed theater doors until applause, then quietly opens door and escorts guest to guest's seat.

### **Other**

We will need volunteers for other miscellaneous tasks, such as:

- Set up (Thursday) and break down / clean up (Saturday afternoon & Sunday) at the AMC.
- Other tasks as may be determined during the planning year or during the gathering.

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Volunteers will be issued name tags at check-in before your shift(s). This will be in the downstairs lobby (lowest level near the AMC's Climbing Wall.) Please **return your name tag each day** at the end of your shift before leaving the building. If you are working more than one day, this will insure that your name tag is available when you return for your next shift. (And we will "recycle" the name badge holders for reuse the following year.)

You may, depending on seats available, sit in the back of the daytime Campfire Sessions or Roundup Sessions on the day(s) you are working before or after your shift(s) to enjoy the talents of our performers.

There will be coat racks for you to hang up your coats and jackets, but there will NOT be any place to leave valuables – not even in the Artist Sales room. You ladies might want to leave all but the basics (keys, driver's license, etc.) home and wear a fanny pack or very small cross-body bag to keep your necessities in.

### Volunteer Coordinator(s):

- Works with CCG Board member on all aspects regarding volunteers.
- Contacts prospective volunteers, sends out volunteer applications, compiles results.
- Schedules volunteers into appropriate shifts based on CCG needs and volunteers preferences.
- Oversees and works with the managers of the various event functions.

### Managers:

- Managers will be provided a list of the volunteers scheduled to work in their area in advance.
- Managers will train their volunteers at each shift change.
- Artist Sales Manager and Assistant
  - Sets up artist sales tables alphabetically by performer, assuring adequate room and pleasant display of artist's merchandise.
  - Checks in performers' merchandise on the Artist Sales Inventory Sheets provided.
  - Checks in additional stock if necessary on same inventory sheet.
- Hospitality Manager(s)
  - Accepts delivery of deli trays for the backstage and performer's lounge each day, stores them in the refrigerator (we will probably order these from King Soopers for delivery to the AMC), insures they get to the backstage and performers' lounge.
  - Makes sure there is coffee in the performer's lounge and backstage (check between sessions).
- Decorations
  - Will review and evaluate props to decide where they are most effective.
  - Will review each area to decide which props & decorations would work best in that area.
- Transportation
  - With list of transportation needs from CCG, schedules volunteer drivers.
  - Checks with scheduled driver to verify they are on track to make pick up, arranges for a back-up driver in the event the scheduled driver is unavailable.

### Cashiers:

- A number of areas (artist sales, ticket sales, membership) will involve handling money, so these volunteers need to be comfortable doing that. Artist sales, ticket sales, and membership will also accept credit cards and will use a credit card swiping device.
- One or two volunteer(s) per shift in Artist Sales will be designated as cashier.