

# COME VOLUNTEER WITH US!



*Taproot Theatre tells stories of hope, serving the Pacific Northwest through live theatre and educational programs.*

## Volunteer Usher Job Description

<b>Department: Patron Services</b>	<b>Pay Range:</b> Volunteer
<b>Supervisor:</b> House Manager/Patron Services Manager	<b>Status:</b> Volunteer
<i>Job Description Revised October 2021</i>	<b>Location:</b> Seattle, WA
<i>Desired Start Date: Ongoing</i>	<i>Position Open</i>

**Position Overview:** Volunteer Ushers welcome and help represent Taproot to our patrons. They assist the house manager with patron focused tasks before, during and after a performance.

### Specific Areas of Responsibility

Ushers are asked to arrive on time, ready to start 1 hour and 30 minutes before the performance time and email or call a minimum of 48 hours in advance to cancel or change your scheduled usher date. Attire is neat and professional (no jeans or tennis shoes) in any combination of black and white. We suggest, BLACK PANTS/SKIRT, WHITE SHIRT/TOP & BLACK SHOES.

As a volunteer usher you may be asked by the House Manager or other Taproot staff to do the following:

- Insert flyers or envelopes into programs
- Tear tickets
- Pass out programs
- Assist patrons to their ticketed seats
- Direct patrons to the House Manager for assistance with hearing devices or seating issues
- Assist with concessions
- Hold donation jars, count donations
- Watch the stage area before, at intermission and after the performance
- Sit in designated usher seats in balcony unless otherwise directed by the House Manager or staff
- Be aware of disruptions to the performance and assist as needed
- Pick up the theatre after the performance

### **Required Qualifications/Skills:**

- Compatibility with Taproot Theatre's mission and values
- Must choose to usher for 1 or more shifts for each production's run, depending on availability. Normal show schedule is Wednesday, Thursday, Friday, and Saturday evenings, Saturday afternoon, with some mid-week matinees.
- Possess a love of theatre arts that translates to a desire to serve our patrons with outstanding service
- **Ability to stand for an hour, be mobile and able easily travel up and down stairs repeatedly and assist patrons in doing the same**
- Able to read small print on tickets, in order to assist patrons to seats
- Dependable and prompt
- CPR and first aid training a plus

### **Pay & Benefits:**

- This is a volunteer position. For your time, you get to see the show for free!
- Usher sign-ups can be done for the entire season or show to show.

**Equity & Inclusion:** Taproot Theatre is working to become an anti-racist organization which prioritizes accessibility, transparent communication, and humanity to foster a space of belonging for all. As part of this work, employees will participate in regular trainings and discussions and be asked to support anti-racism and accessibility initiatives and policy changes, as part of their scope of work. To that end, Taproot Theatre seeks employees who demonstrate initiative to expand their own learning and competency within these areas in order to meaningfully participate in dismantling institutional racism, bias, and other systems of oppression which permeate our industry.

**Faith Statement:** Taproot Theatre Company is incorporated as both a non-profit theatre and a parachurch organization. A parachurch organization is a Christian faith-based organization which works outside of church oversight, and across denominations, while carrying out its mission. Currently, all permanent Taproot staff participate in corporate prayer and self-identify as Christians. Seasonal workers and guest artists may choose not to participate in these customs and represent a diversity of faith traditions and backgrounds. Taproot Theatre welcomes folks of other faith traditions who are comfortable working in a Christian environment to apply for all open positions and does not discriminate on the basis of religion.

**Physical Requirements:** This position requires standing for long periods of time and the ability to climb stairs. You need to be steady on your feet, able to assist patrons with mobility issues to their seats. In addition, you should be able to lift and carry chairs, up and down a flight of stairs. This job is onsite and doesn't have a work from home option.

**Public Health:** Taproot Theatre Company requires every employee, volunteer, and contractor to present proof of vaccination against COVID-19. Proof of vaccination can be vaccine card (copy or photo accepted), WA state immunization printout, or verified medical record printout from medical provider.

To apply, please fill out a volunteer form and send it to Jenny: [jenny@taproottheatre.org](mailto:jenny@taproottheatre.org).

*Taproot Theatre does not discriminate on the basis of race, color, religion, sexual orientation, sex or gender identity, age, citizenship, national origin, veteran status, marital status, mental, physical, or sensory disability, or any other protected and otherwise underrepresented groups of individuals.*