

VOLUNTEER EVENT STAFF APPLICATION
PLEASE PRINT

NOTE: One application per individual.

Today's Date: _____

Name (please print): First: _____ Last: _____

Mailing Address: _____

City _____ State _____ Zip _____

E-mail: _____ Do not have _____

Phone: day _____ evening _____

Emergency Contact:

Name: _____ Phone: _____

Optional Information

Cell Phone _____ Screen Name _____

Information for you:

- Events take place at University of Pittsburgh at Johnstown Pasquerilla Performing Arts Center
- Adhere to the **Expectations of the Volunteer Event Staff**
- Incomplete applications will not be accepted
- The University is committed to the policy that all persons shall have equal access to programs, facilities, admission, and employment with out regard to personal characteristics not related to ability, performance, or qualifications as determined by University policy or by state or federal authorities. It is the policy of the University to maintain an academic and work environment free of discrimination, including harassment. The University prohibits discrimination and harassment against any person because of age, ancestry, color, disability or handicap, nation origin, race, religions creed, sex, sexual orientation, or veteran status. Discrimination or harassment against faculty, staff, or students will not be tolerated at the University.

******PLEASE COMPLETE ATTACHED APPLICATION******

1. Why do you want to be part of the Volunteer Event Staff?

2. How did you hear about the volunteer program?

List any applicable references you have that we may contact:

NAME	RELATIONSHIP	DAYTIME PHONE

3. Please tell us what strengths that you can bring to the Volunteer Event Staff:

4. Are you available on short notice (a few hours, a few days)?

Yes No Possibly

5. How many events are you interested in volunteering for the season?

1 – 3 4 – 6 7 – 10

6. Would you be interested in volunteering to assist with the Box Office?

a. Do you know how to use a computer?

I have read the enclosed **Volunteer Event Staff Expectations** information sheet.

SIGNATURE: _____

VOLUNTEER EVENT STAFF

EXPECTATIONS

MISSION STATEMENT

In bringing the performing arts to the University community, our mission is to enable our patrons to feel welcome, comfortable and safe. To fulfill this mission, we will smile often, be polite and communicate to the patrons clearly. We will maintain order by assisting patrons to their seats, we will be knowledgeable of all venues (restroom locations, water fountains, courtesy phone), as well as all necessary event information. We will offer assistance to all patrons, regardless of their needs. We will work to solve problems and answer questions and will be professional in our dress as well as in our behavior. In accomplishing our mission, we will promote the arts through excellent patron service.

Expectations of Volunteer Event Staff:

- Be professional, friendly, and helpful at all times
- Be knowledgeable about all venues staffed by the Volunteer Event Staff. Learn facts related to the venue (such as the seating capacity) and be aware of its history.
- Have a friendly pro-active attitude toward all patrons. **APPROACH THE PATRONS**—don't wait for them to approach you. If a patron has a question or concern, assist him/her by explaining the house policies and rules as necessary.
- Willingness to work a variety of diverse events.
- You **MUST** be comfortable enforcing house rules, which include, but are not limited to:
 - No Cameras
 - No Video or Audio Recordings
 - No Cell Phones in the House
 - No feet on the seats
 - No standing or sitting in the aisle
- Adhere to the following Dress Code:
 - Black slacks or skirt
 - White long-sleeved or short-sleeved shirt
 - Black dress shoes
 - Nametag (provided)
 - Clothes should be clean and pressed ensuring a good impression.
- Adhere to designated call-times (typically 60 minutes prior to event start time)
- All Volunteer Event Staff are required to stay and sweep the house after each event (picking up programs, large articles of trash, lost and found items, etc.).
- Most importantly, strive to be part of the team! We want to create an atmosphere where the patrons will want to come back – again and again!

VOLUNTEER EVENT STAFF EXPECTATIONS (continued)

Traits

Volunteer Event Staff are critical for all events. As stated in our mission, we are here to enhance the patron's experience; with a high service standard.

You are the ambassador for the PPAC venue in which you are working. You must be professional, listen and communicate with patrons and all staff. The desired traits of the Volunteer Event Staff are:

- Dedicated service to our patrons
- Excellent communication and people skills
- Commitment to the arts

Commitment

Please remember that the PPAC depends on you for your services. Your absence leaves a void in the quality of services provided. In case of a medical and/or family emergency, contact Beverly Walerysiak at 814-269-7200 (office) or 244-0400 (mobile) to be granted a Leave of Absence (LOA). Any Volunteer Event Staff who does not work for two (2) concurrent years, except for those on LOA, will be removed from the program.