

Front of House Volunteer Job Descriptions

Below is a general responsibility description for front of house volunteers. All are under the direction of the Facility Coordinator. For a more complete description, contact the Facility Coordinator.

Box Office Staff- The primary responsibility of this position is to provide guests with a positive initial experience at the Niswonger Performing Arts Center of Northwest Ohio. This experience is created by aiding guests with accurate event information and assisting them in purchasing and/or picking up tickets to Niswonger Performing Arts Center events. This position is expected to work cohesively with all employees of Niswonger Performing Arts Center in maintaining an extreme level of guest service.

*Coat Checkers-*The primary responsibility of this position is to provide safekeeping for patrons' personal belongings while attending events at Niswonger Performing Arts Center of Northwest Ohio. This is accomplished by checking coats and other personal belongings at the beginning of the event, staying with patrons' belongings throughout event and returning their items upon event completion.

Concessions- The primary responsibility of this position is to provide guests with a first class experience at the concession stand. This experience is accomplished through excellent customer service skills at the concession counter and fulfilling patrons, orders in a polite and timely matter. This position is expected to work cohesively with all employees of Niswonger Performing Arts Center of Northwest Ohio in maintaining an extreme level of guest service.

Hospitality- The primary responsibility of this position is to accommodate the detailed needs of the performer during their stay in Van Wert along with maintaining confidentiality and discretion for each artist. This is accomplished through respecting the privacy of each performer and completing tasks outlined in the hospitality rider, through Facilities Coordinator. Tasks could include, but are not limited to running general errands, restocking food items as outlined in hospitality rider, adjust thermostats in dressing rooms to accommodate the performer, stocking and restocking dressing/green room, and other tasks as assigned.

Parking Attendants- The primary responsibility of this position is to ensure a safe parking experience upon arriving and leaving Niswonger Performing Arts Center of Northwest Ohio.

Security- The primary responsibility of this position is to ensure that all guests, artists, and production crews have a safe and enjoyable experience while at Niswonger Performing Arts Center of Northwest Ohio in a number of areas.

These areas will include: parking, backstage, inside auditorium, lobby, and as assigned. ***This position reports directly to the head of security.***

Program Stocker- The primary responsibility of this position is to ensure that event programs are stocked and stuffed with accurate add-ins and to distribute programs to patrons as they enter facility.

Ticket Takers- The primary responsibility of this position is to ensure that all patrons visiting Niswonger Performing Arts Center of Northwest Ohio are accounted for. This is accomplished through removing/scanning tickets as patrons enter facility and reporting back to Facilities Coordinator at the end of performance. This position is expected to work cohesively with all employees of Niswonger Performing Arts Center in maintaining an extreme level of guest service.

Ushers- The primary responsibility of this position is to provide guests with a positive experience at the Niswonger Performing Arts Center of Northwest Ohio. This experience is created by helping guests find their correct seats during Performing Arts Center events. This position is expected to work cohesively with all employees of Niswonger Performing Arts Center in maintaining an extreme level of guest service. Always remember you are the face of our Performing Arts Center!

Vendor Sales- The primary responsibility of this position is to provide guests a pleasant experience while giving patrons the opportunity to purchase NPAC and/or artist merchandise. This experience is accomplished through excellent customer service skills and fulfilling patrons, orders in a polite and timely manner. This position is expected to work cohesively with all employees of Niswonger Performing Arts Center of Northwest Ohio in maintaining an extreme level of guest service.