

Plaza del Sol Performance Hall
VOLUNTEER AMBASSADOR POSITION DESCRIPTION

Qualifications:

- Excellent customer service skills.
- Friendly and personable.
- A team player. Ability to work well with others.
- Ability to work well under pressure.
- Professional demeanor.
- Ability to deal discreetly and sensitively with disruptive or dissatisfied patrons.
- Fine Arts knowledge is preferable.

Working Conditions:

- Ambassadors are expected to dress appropriately.
- Ambassadors will provide the following: white shirt or blouse with a collar, black slacks (not jeans) or skirt, and appropriate black shoes suitable for ascending and descending stairs. The Performance Hall will provide a vest and tie.
- Standing and walking for long periods of time.
- Climbing up and down stairs.
- Lifting and moving up to 10 pounds.
- Working in a dimly lit environment.
- Regular and punctual attendance. Generally call time is 1 hour before curtain.

Responsibilities:

- Ensure the safety of patrons.
- Attend to the needs of patrons in a friendly and welcoming manner, even during the course of an event.
- Act upon all comments/complaints in a prompt and friendly manner.
- Escort/direct patrons to their seats.
- Answer patron questions regarding the Plaza del Sol Performance Hall and its events.
- Actively assist in the resolution of ticket and seating problems.
- Actively participate in the emergency evacuation of the theatre, if necessary.
- Attend a 3 hour Ambassador Training session and periodic quarterly update sessions.
- Attend the event orientation before each event.
- Work a minimum of events per semester, fall, spring and summer. Ushers entering the program mid-season will work a minimum of 6 events. (Subject to change)

Please call the Plaza del Sol Performance Hall House Manager at (818) 677-5776 for more information.