

## Description of responsibilities

### Ticket Scanner

Stand at kiosk and assist attendees with scanning their tickets as needed, then guide people to the box office to mark their seat on the chart.

### Access Monitor

Stand at kiosk during sign in and check for access badges or wristbands for anyone to enter the auditorium, refer anyone seeking an access band who is not on the list to the box office manager.

### Box Office Clerk

Use a seating chart to verify which seats have been scanned at the ticket scanner and any seats that are available, help manager resolve any seating issues or verify any open seats, and direct attendees to ushers for assistance finding their seats.

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## Pertinent requirements

- Maintain a pleasant attitude and smile
- Quick to help and answer questions as needed
- Clearly communicate with Front of House Manager and Box Office Manager

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## Dress code

Modest Business Attire

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## Basic training overview

### TICKET SCANNER

- Greet attendees with a friendly smile
- Assist attendees with scanning their tickets
- Direct attendees to the box office to mark their seat letter/number
- If someone has a seat in will call, check will call ticket box for their name and scan their ticket before handing it to them and direct them to the box office
- Stay extra 10-15 mins for possible latecomers unless the house is already full

### ACCESS MONITOR

- Greet parents and students with a friendly smile
- Help parents/students sign in
- **Rehearsal day:** direct students to the lists posted in lobby to find their assigned green room, instruct them to place items at station then head to auditorium for warm up
- **Show day:** give everyone listed an access band,\* instruct students to place items at station in green room and head straight to auditorium for warm up

*\*(only students and volunteers listed on the sign in sheet are allowed an access band. If a parent or volunteer who is not listed asks for an access band, direct them to the box office manager.)*

- Stay until everyone listed is signed in. If anyone is still left, let box office manager know who so we can contact them to see if they are coming.

## **BOX OFFICE CLERK**

- Greet attendees with a friendly smile
- Mark their seat letter/number on chart and thank them
- Direct them to ushers who will assist in finding their seats

**Training videos available: [explorecircle.com/volunteer](https://www.explorecircle.com/volunteer)**

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## **Safety Protocol**

In the event of an emergency, please help assist and direct people in an orderly fashion to the nearest exits per direction of the box office manager.