



CIVIC VOLUNTEER CORE HANDBOOK

Updated 08.23.2019

Table of Contents

Contact	2
Dates	3
Layout	3
Welcome Statement	4
Goals	4
Program History	5
Benefits	6
Recognition	6
Rights	6
Record Keeping	7
Scheduling	7
Policies	7
Guidance	12
Job Descriptions and Guidelines	15
Closing	22

How to Reach CiViC Volunteer Core

CIVIC VOLUNTEER CORE
527 N. 19th Street
Allentown, PA 18104
610.432.8943
After hours call 610.433.8903 ext. 202

Contact People

Some names and phone numbers that might be useful to you:

Bill Sanders	Artistic Director	610.433.8903 ext. 205
Shirley Kline	Managing Director	610.433.8903 ext. 213
Alessandra Fanelli*	Box Office Manager & Volunteer Coordinator	610.433.8903 ext. 202
Jonathan T. Shehab	Director of Marketing & Community Engagement	610.433.8903 ext. 201
Sam Roth	Technical Director	610.433.8903 ext. 208
Dan Santelli	Film Manager	610.433.8903 ext. 204
In case of Fire		911
Emergencies.....		911

* CiViC Volunteer Core Primary Contact

Volunteer Coordinator Office Hours

Monday - Friday	10:00 A.M. - 6:00 P.M.
Saturday	Closed
Sunday	Closed

Program Holidays

Holidays and Closure Days:

New Year's Day	January 1
Martin Luther King Day	Third Monday January
President's Day	Third Monday February
Memorial Day	Last Monday May
Independence Day	July 4
Labor Day	First Monday September
Columbus Day	Second Monday October
Thanksgiving	Fourth Thursday and Friday November
Christmas Day	December 25

In the event of program closure due to snow or other circumstance, you will be notified by 10AM on the day of the closure.

Program Dates

Volunteer Recognition Event	12:30 PM	August 25 th , 2019
CiViC Orientation	TBD	October 2019
Volunteer Trainings	By appointment	1st Wednesday of Month at Box Office
Tonys & Tapas	3:30PM	June 7 th , 2020

Layout

Parking Information

Parking is available on the street or in Wells Fargo's parking lot across the street from the 19th Street Theatre/next to THEATRE514, after business hours. During movie show times, live theatre shows and events, please park in the rear of the lot so that our patrons may have easy access to the theaters. Bicycle parking is available across the street from the 19th Street Theatre.

Restrooms

There are restrooms in the 19th Street Theatre across from Concessions. An additional one stall restroom is located around the corner of the Box Office, next to the Glassman Patron Lounge.

In THEATRE514, restrooms are located through the doors to the theater, at the end of the red hallway. State law requires you to wash your hands before returning to duty.

Personal Belongings

Volunteers are cautioned not to bring valuables into the theaters. Civic Theatre of Allentown cannot be responsible for loss of personal property. You may store your personal belongings in the Box Office or, if volunteering in THEATRE514, another location can be arranged by the Volunteer Coordinator.

Welcome Statement

We welcome you and thank you for your interest in CIVIC VOLUNTEER CORE. Your services are highly valued by our Staff, Board and our Patrons. Your dedication, camaraderie, attentiveness and warmth add a refreshing dimension to the lives of our community.

This handbook explains our policies and procedures. Its contents will help you to understand how to carry out your duties and give the best service to CIVIC VOLUNTEER CORE. This handbook is also designed to serve as a resource and to answer any questions you have regarding the operations of Civic Theatre of Allentown. Of course, you are also encouraged to call the Volunteer Coordinator with any questions or concerns or to make suggestions for improvements.

Civic Theatre of Allentown believes that community volunteers enrich our program, promote a positive environment, and improve our community relations.

Thank you for the time, devotion and love you are willing to share with Civic Theatre of Allentown. We appreciate your efforts.

Goals

The CIVIC VOLUNTEER CORE encourages maximum involvement of volunteers with its programs, activities and operations. This involvement not only is essential in promoting positive relations, but also allows Civic to maintain a high quality program. Volunteers assist Civic in the following ways:

- Identifying needs of the community.
- Providing services and support to implement and enhance Civic Theatre of Allentown programs, activities and operations.
- Serving as ambassadors who provide information about Civic Theatre of Allentown and its programs to the community.
- Observing and reporting perceived problems, concerns, and ideas for improvement with Civic Theatre of Allentown Staff and Board.

Program History

History

Civic Theatre of Allentown is a 501(c)(3) non-profit organization with over 90 years of history in the Lehigh Valley. Started by two Morning Call reporters in 1927 as “Civic Little Theatre,” the current day Civic Theatre of Allentown relies on the creativity, passion, and inspiration of the staff members, the board, and the hundreds of volunteers that are mutually invested in Civic’s growth and success.

Civic Theatre of Allentown is a flagship arts organization in the Lehigh Valley and its home, the 19th Street Theatre, is a landmark performing arts facility. The theatre serves as a cultural magnet in the Lehigh Valley, providing a creative haven where performers develop their talents and children embrace the magic of theatre. Civic Theatre embarked on a capital campaign to raise \$5.5 million to restore and renovate the historic 19th Street Theatre. Civic has successfully restored and renovated the main area of the 19th Street Theatre to its exquisite Art Deco grandeur. Renovations for the second floor are planned for 2019-2020.

Civic is dedicated to producing live theatre of high standards of artistic excellence, capitalizing on the physicality, presence, and immediacy of theatre as an art form and providing a creative outlet and training ground for local artists dedicated to the theatre as an avocation.

Civic is devoted to developing the artists and audiences of the future. Established more than 60 years ago, Civic Theatre School programs provide training in the theatre arts to over 300 children each year, developing self-expression, discipline, and teamwork as well as an appreciation for the art of theatre.

Civic is committed to being the premiere non-commercial film venue in the Lehigh Valley, showing the latest releases and best selection of award-winning art films, including documentaries, American independent, and international films that are an alternative to commercial film cinema, keeping in mind its diverse audience.

Visit Civic’s website at www.civictheatre.com to learn about our Theatre.

Benefits for Volunteers

Benefits

CIVIC VOLUNTEER CORE offers volunteers many educational opportunities including on-the-job training, exposure to operations and new technologies, and in-service training and workshops. Other benefits include the following:

- Making new friends and being of service to others.
- Providing valuable support to the Civic Theatre Staff.
- Receiving a complimentary production ticket: Performance volunteers receive one complimentary ticket to the performance they are working. If the volunteer is unable to watch the performance they are working, they may attend another performance of the same production
- Film vouchers, Special Film Screenings, and other tokens of appreciation may also be presented to volunteers throughout the season.

Volunteer Recognition

Recognition

Volunteers provide the personal touch to many experiences at Civic Theatre of Allentown. Our Staff, Board and Patrons appreciate the time that you give. During the summer a formal recognition of your contributions is held. This annual recognition is a lovely event that gives the community an opportunity to celebrate the CIVIC VOLUNTEER COORE.

Volunteer Rights

Volunteers have the following rights:

- * To be appropriately recognized for their efforts, including promotion and awards.
- * To be given sound guidance and direction.
- * To be heard and to have a part in planning.
- * To be kept informed and listened to by staff.
- * To be provided orientation, training, support, supervision, and regular performance evaluations.
- * To be treated as a co-worker and not just free help.
- * To daily expressions of appreciation from the staff.
- * To have a clear understanding of the job including duties, responsibilities, support person structure and time commitment.
- * To have rewarding, suitable jobs with clear expectations and support.
- * To have risks explained.
- * To have volunteer time used wisely.
- * To have safe working conditions.
- * To receive quality training and continuing education for the job.
- * To receive prompt response and feedback.
- * To have suitable and worthwhile assignments.

Record Keeping

Unless an alternate site or support staff person are designated, before a volunteer shift starts, volunteers are to report to the Box Office and check in with the Volunteer Coordinator.

- Sign in before starting your shift, and sign out at the end of your shift. The sign-in/sign-out sheet provides an accurate record of your volunteer participation as well as data for analysis of operations. It also allows for accountability in case of an emergency.
- Notify your support person when beginning and ending your shift.

Time sheets are kept in the Box Office, with your name on it. If you do not have a time sheet, please contact the Volunteer Coordinator.

Scheduling

Civic Theatre of Allentown utilizes signupgenius.com to schedule volunteer assignments. Sign Up Genius is an online volunteer management software and does require you to submit your email address and phone number. For information on how to navigate Sign Up Genius or how to make sure you are added to the volunteer list to receive updates on volunteer opportunities, contact the Volunteer Coordinator. Opportunities will be posted on Civic's website in addition to social media pages, but all scheduling must occur through Sign Up Genius, to properly record hours.

Volunteer Policies

Non-Discrimination Policy

It is the policy of this organization that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the Volunteer Coordinator.

Disability Policy

CIVIC VOLUNTEER CORE welcomes volunteers with disabilities. CIVIC VOLUNTEER CORE complies with the Americans with Disabilities Act. Please contact your support person if you have special requirements so we may accommodate your needs.

Support

You will be assigned to work with a staff member who will provide support and supervision. The staff member will provide on-the-job training and serve as a direct link between the volunteer and the rest of the staff. The number of hours volunteers work is based on their assignments.

A volunteer may act as a support person for other volunteers after appropriate training for the position has been completed. Volunteers and staff are partners in fulfilling the goals and programs of CIVIC VOLUNTEER CORE. Each has an equal but complementary role to play.

Clearances

Civic Theatre of Allentown requires copies of the following PA clearances from all cast/crew/volunteers/employees age 18 or older. All clearances are valid for 5 years and will be kept on file. If you obtained clearances within the last 5 years for another organization and nothing has changed, you may use those. Clearances obtained for volunteer purposes are not valid for employment purposes.

ALL VOLUNTEERS AND ACTORS AGE 18+ MUST PROVIDE THE FOLLOWING CLEARANCES:

- **Child Abuse History Certification**
- **PA Criminal Background Check**
- **FBI Fingerprint Based Check OR a Signed Volunteer Disclosure Statement Affidavit**

Child Abuse History Certification

Free for Volunteers

- If you don't already have a Keystone ID, visit www.civictheatre.com/support/volunteer/clearances and navigate to bottom of the page to create one (website will open in a new tab).
- Once you have your Keystone ID, click here to go to the Child Welfare Portal (website will open in a new tab).
- Click on Individual Login
- Click on Access My Clearances, then click Continue at the bottom
- Click on Create Clearance Application and follow the instructions
- Once you are notified that certification is ready to view, print it and return it to Volunteer Coordinator.

PA Criminal Background Check

Free for Volunteers

- Visit www.civictheatre.com/support/volunteer/clearances and navigate to bottom of the page to access the Pennsylvania Access To Criminal History (website will open in a new tab)
- Click the yellow button that says New Record Check (Volunteers only)
- Click the checkbox at the bottom of the page, then click Accept
- Complete the information, then click Next
- Verify the information, then click Proceed
- Complete the information, then click Enter This Request, then click Finished
- Click Submit
- Once the review has been processed, click on the control number (it starts with R)
- Click Certification Form
- Click Print and return it to Volunteer Coordinator.

Volunteer Disclosure Statement Affidavit

If you have been a resident of Pennsylvania for the last 10 consecutive years:

Visit www.civictheatre.com/support/volunteer/clearances and navigate to bottom of the page to access downloadable Volunteer Disclosure Statement Affidavit (document will open in a new tab), which you will need to print, sign, and return to Volunteer Coordinator.

FBI Fingerprint Based Check

If you have not been a resident of Pennsylvania for the last 10 consecutive years:

- Visit www.civictheatre.com/support/volunteer/clearances to complete your FBI Fingerprint Registration (website will open in a new tab).

- Fingerprinting costs \$21.75
- Click the checkbox at the top of the page, then click Continue at the bottom
- Select Credit Card or Money Order for Payment Type (do not select Agency)
- Select 23PACSA6344.2 DHS VOLUNTEER for Reason
- Service Code is 1KG6ZJ
- Fill out the required info, then click Next at the bottom
- Verify your information, then click Next at the bottom
- Print two copies of your receipt. One copy you need to give to Volunteer Coordinator, so we have something on file until your official response from the FBI registry comes back. The other copy you must bring with you to the fingerprinting location. Once you receive your official response from the FBI registry in the mail, give a copy to the Volunteer Coordinator.

Limitations on Volunteer Service

Volunteers serve CIVIC VOLUNTEER CORE at the sole discretion of the organization. Volunteers may leave CIVIC VOLUNTEER CORE at any time.

Age Limitation

The minimum age for volunteers is 15 years. Volunteers under the age of 15 but no younger than 12 years old may accompany a parent or guardian and assist with assigned tasks. Volunteers under the age of 18 are not allowed to work with equipment prohibited by state law. Please see the Volunteer Coordinator for specific examples.

Recruitment of Minors

The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

Orientation

All volunteers receive an orientation. It will include information about CIVIC VOLUNTEER CORE, our policies and procedures for volunteers, and requirements for the position they are accepting.

Position Description

You will receive a written position description before you begin your volunteer assignment. Your position description includes a description of the purpose and duties of the position, a designated support person and work site.

Absenteeism and Punctuality

Be On Time

Civic depends on the punctuality of its volunteers. Be on time and arrive when expected. If you are unable to arrive for your regular time, please let us know as soon as possible. You will need to inform the Volunteer Coordinator if you are unable to come in on the day for which you have volunteered. Notify them if you are going to be late.

Illness

Do not come to work if you are ill. Call in as soon as possible, preferably 24 hours in advance, so that we can find a substitute for your position.

Program Evaluation

The CIVIC VOLUNTEER CORE program will be evaluated annually by the Volunteer Coordinator. The number of volunteers used in the program, and the quality of services rendered through the volunteer program will be evaluated. An evaluation report will be made available to all volunteers and to the Artistic Director, Managing Director and Board by request.

Grounds for Dismissal

Grounds for dismissal may include but are not limited to: failure to perform assigned duties, failure to follow CIVIC VOLUNTEER CORE policies or procedures, failure to meet minimum standards of performance, abuse of patrons or staff, alcohol or drug abuse while volunteering, theft of Civic Theatre property, misconduct or insubordination.

Volunteers may discuss reasons for dismissal with support person or Volunteer Coordinator. Prior to the dismissal, the support person and Volunteer Coordinator must agree to the dismissal. In lieu of dismissal, the Volunteer Coordinator may recommend a probationary period to develop corrective methods.

General Policies

Confidentiality

Volunteers are responsible for maintaining the confidentiality of information relating to a staff person, volunteer, patron, or other person or business. All information concerning financial data and business records also is confidential. No information may be released without appropriate authorization. Confidentiality is a basic rule of patron care and business ethics. The Board of Directors, staff and our patrons rely on our volunteers to conform to this rule. Failure to maintain confidentiality may result in dismissal or other corrective action. Violations of this policy also may result in personal liability.

Identification

Volunteers receive a volunteer badge. You should wear this badge on all volunteer assignments and show it when appropriate. General Volunteer badges are stored behind Concessions in the 19th Street Theatre, unless purchased by the volunteer. Volunteers interested in purchasing a named volunteer badge should contact the Volunteer Coordinator.

Dress Code

All volunteers are required to dress professionally in all black and wear a Civic badge while volunteering. Clothes must be clean and presentable. Jeans, shorts, t-shirts*, gym shoes, tank tops, flip-flops and clothing with brand logos are unacceptable. Black closed-toe shoes (even during the summer months) are required for volunteer safety. This dress code exists to ensure patrons can accurately identify you as volunteers.

*The only exception is the black Civic Theatre T-shirt, which is permitted at specific events that will be identified by the Volunteer Coordinator at the time the volunteer opportunity is posted.

Eating, Smoking, Alcohol and Drugs

Eating

At events where food is made available for patrons, volunteers must refrain from eating until after the event or when the Volunteer Coordinator deems it appropriate.

Smoking

To help ensure a healthy environment for patrons, visitors, volunteers, and staff, Civic Theatre is a “smoke-free” site. Volunteers are permitted to smoke outside of the building when patrons are not present in common areas of the theaters.

Alcohol and Drug Use

Volunteers are subject to immediate dismissal if they are under the influence of alcohol or drugs while performing their volunteer duties. Volunteers may not bring alcohol or drugs into the Civic Theatre facilities under any circumstances.

Child Abuse, Sexual Abuse, Physical, Mental, or Sexual Harassment

Volunteers witnessing child abuse, sexual abuse, physical, mental, or sexual harassment must report it immediately to their support person or the Volunteer Coordinator. CIVIC VOLUNTEER CORE does not condone and will vigorously prosecute any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact the Volunteer Coordinator.

References

Many employers recognize volunteer work as valid job experience. Your volunteer employment also provides you with current personal references regarding your skills. If you would like to list Civic Theatre of Allentown as a reference for time spent volunteering or require any documentation that reflects your time spent at Civic, please contact the Volunteer Coordinator.

Safety

The safety and health of volunteers is important. A safe work environment and safe work procedures are both of major concern. If in your work you should encounter an unsafe situation, or observe others working in an unsafe manner:

- Resolve the situation if you can.
- Report any unsafe conditions or defective equipment you observe immediately to your support person or the Volunteer Coordinator.

First Aid Kit

There is a first aid kit located in the Box Office, third cabinet on the right hand side. Additionally, there is a First Aid Kit in the closet by the front door of THEATRE514. An accident may require the immediate use of its contents. If you are not familiar with basic first aid procedures, there is a booklet explaining basic first aid in the kit. Upon use of the first aid kit, please fill out a form, also located in the cabinet.

Accidents and Accident Reports

If a volunteer is injured at work, medical assistance or treatment will be given if necessary. The accident should be reported at once to your support person or the Volunteer Coordinator. An accident report must be completed within 24 hours to record necessary information.

Emergency Plan

Intruder intent on doing harm:

If in Box Office, hit the hidden emergency button for immediate police response.

Life threatening emergency or with any accident:

- Remain calm and notify your support person immediately.
- Call 911 if necessary. If available, a staff office person will call 911. Be prepared to give the name Civic Theatre of Allentown; the location, either 527 N. 19th Street for main theatre or 514 N. 19th Street for T514; Civic phone number, 610.432.8943; your name; type of emergency and response needed. Follow their instructions precisely while you await their arrival.
- Stay on the phone.

Fire or other emergency requiring the evacuation of the building:

- Remain calm and notify your support person immediately.
- Call 911. Give all information needed. If it is safe to stay on premises, do not hang up the telephone. If it is unsafe, move to a safe telephone.
- Evacuate if necessary. Your support person will be in charge of evacuation. Assist other staff and office personnel in notifying patrons and help to direct them out of the theatre safely and quickly through the nearest marked exit. Evacuate people in immediate danger first.

Contained Fire

- Remain calm and notify your support person immediately.
- Use a fire extinguishers to put out fire. Extinguishers are located in all areas of the 19th Street Theatre and THEATRE514. The Volunteer Coordinator will distribute a map of fire extinguisher locations to you. Fire extinguisher information sheets are posted by extinguishers.

Incident Report

- Describe the emergency and actions taken on the incident report form located in the office.
- Have your support person sign and file the form.

Volunteer Guidance

Code of Ethics

- I will be dependable. I will do what I agree to do.
- I will conduct myself appropriately at all times.
- I will accept assignments and supervision courteously.
- I will be pleasant.
- I will not chew gum, eat or drink while on duty. I will not smoke in the theaters.
- I will be prompt.
- I will be friendly but never familiar.
- I will be interested but not inquisitive.
- I will be loyal to our organization and the CIVIC VOLUNTEER CORE.

Interpersonal Skills

Communication

Communicate your needs to the Volunteer Coordinator or your support person. You should talk over mutual expectations with the support person before starting your assigned tasks and when clarification is needed. When problems occur talk to your support person or the volunteer coordinator. Whenever possible attend training sessions for volunteers. These are designed to help you become a more capable volunteer.

Tips on Giving Good Information

- Provide only correct information.
- Don't assume anything.
- Speak slowly and distinctively.
- Reinforce your instructions with something visual.
- Give added information when it will help.
- Recheck.
- Be patient and considerate.
- Maintain a helpful attitude. Be friendly and courteous.
- Speak with confidence.

Tips on Handling Complaints

A few simple procedures can help anyone who has to deal with patron complaints. Good relations don't depend on the innate ability of getting along with people. You can learn to handle complaints by following the simple procedures outlined below:

- Listen to the entire complaint. Don't interrupt.
- Accept the feelings of the patron. Let the patron know it is all right to feel upset.
- Don't take the patron's complaint as a personal offense.
- Clarify the complaint
- Follow through on anything you say you are going to do.
- Remain cheerful and helpful.

Customer Service

Know your "product." Being able to provide a warm, friendly welcome to the patron is very important, but you also need to be able to supply accurate information on a variety of subjects. It is comparable to selling a product. Your product is provided by Civic Theatre. You need to know everything in detail about CIVIC VOLUNTEER CORE services available before you can share that knowledge with the patron.

Sometimes you can be your best resource. Keep your eyes and ears open to new things to see and do. By experiencing them yourself you can give first-hand information to the patron. There is much information to track and you will need a system to keep things organized and up-to-date. Some of your basic resources are brochures and handouts. It might be helpful to have a brochure notebook with a sample of each brochure that is available.

There are many reasons why we should not depend on just memory in providing patron information:

- Memory is fallible! It's good to be able to look back at a brochure or other written resource material. It will refresh our memory or confirm what we thought was the correct information.
- Information grows and changes.
- Perhaps most important, written or printed information helps reinforce what we have told the patron. Try to provide patrons with a brochure or other written information, as well as a verbal response. This gives the patron an additional way to absorb the information. When they have departed from the theaters, they can refer to the information provided.

Wheelchair Etiquette

Many people are unsure how to act when they meet someone in a wheelchair. Here are some suggestions:

- Ask Permission: Always ask the wheelchair user if they would like assistance before you help.
- Be Respectful: People's wheelchairs are part of their body space.
- Speak Directly: Be careful not to exclude the wheelchair user from conversations.

Job Descriptions and Guidelines

Front of House Volunteers

As part of the Front of House team for Civic Theatre of Allentown, you are the first people our patrons interact with at a performance or event. That means you set the tone at each show. Your role in helping audience members enjoy their time at Civic Theatre is vital for our patrons.

Because we aim to provide high quality live theatre to Lehigh Valley audiences in a professional and friendly atmosphere, understanding the proper procedure for operating the front of house is important. This guide will provide you with many of the things you will need to know while volunteering at Civic.

General Guidelines for All Front of House Volunteers

- Unless directed otherwise, all Front of House Volunteers should arrive 1 hour and 15 minutes prior to the start of the show. Report to the Volunteer Coordinator or assigned support staff to sign in.
- Follow Dress Code.
- Familiarize yourself with the layout of the theatre.
- Treat patrons of the theatre with respect at all times.
- If at any time you see a camera or electronic device in use during the show, please alert the House Manager.
- If you see that a patron has food from outside the theatre, politely ask them to finish it outside the theatre or to discard it. If the patron refuses, please advise the House Manager.
- Notify the House Manager immediately if you see any spills or any other safety hazard to our patrons.
- After the show ends, Front of House Volunteers should assist in cleanup of the House.
- Please give advance notice if you are unable to volunteer on your assigned shift. Call the Box Office to alert the theatre of all schedule changes (610.432.8943) or email the Volunteer Coordinator (alessandra@civictheatre.com)
- All ushers must be at least 15 years old. All Concessions Volunteers or Will Call Volunteers must be at least 18 years old.
- Front of House Volunteers are welcome to watch the show after volunteer responsibilities are completed. You may find a seat, if seating is available. If there are no seats available, you may stand in the back of the theatre or request a ticket for another performance.
- Have fun! 😊

Concessions

A Concessions Volunteer provides our guests with refreshments prior to a performance and during the intermission. Special training and certification is required to volunteer in Concessions.

Guidelines for Concessions Volunteers

- Please review the floor plans of the theaters.
- Aid the House Manager as assigned or requested.
- Familiarize yourself with what is being sold.
- If a problem arises with a patron, please consult the House Manager.

- Help the House Manager stock and prepare Concessions for the next round of sales.

Greeter

The Greeter is the first person a patron sees as they arrive at Civic. The tone of a patron's evening is set with a polite welcome and having the door held open. A Greeter is also a one-person information desk, directing guests to where they need to go before a performance starts.

Guidelines for Greeters

- Stand outside the appropriate theater doors to greet patrons and open the door for them.
- Remind patrons that the House does not open for seating until approximately 30 minutes before the show.
- Please stay at the door until the show starts which will be indicated by the closing of the interior lobby doors.
- Make sure the lobby of the theater is neat before you leave.

Street Team

Volunteering on the Street Team is a new opportunity for the 2019-2020 season. The Street Team will be working the sidewalks outside of the theatre to help guests cross the street safely, give them directions on where they can park, and to direct them to the appropriate theater. The Street Team will also help clean up the area immediately outside the theatre after most guests have arrived to ensure that the theatre has a pleasant appearance from the outside.

Guidelines for Street Team Volunteers

- Familiarize yourself with the areas that are available to park around the theaters.
- Look for patrons who appear to need help crossing the street and allow them to cross safely.
- Greet and guide patrons to the appropriate theater.

Usher

An Usher is a core component of our hospitality management team. Ushers ensure that all of our patrons enjoy their experience at Civic Theatre. Ushers show guests to their seats, provide assistance to guests when needed, and help to return the theatre to the shape it was in before the start of the performance or event. Ushers must undergo training prior to ushering at Civic Theatre.

Guidelines for Ushers

- Please review the floor plans and seating charts before you arrive.
- Aid the House Manager as assigned or requested.
- When the doors open, please line up at the tiled half-wall on your assigned side of the theater. The person at the front of the line should move toward the next approaching patron. Offer - don't ask - to take them to their seat. If they wish to find their own way, allow them to go on without you, then approach the next person who arrives. Check the seat numbers on their tickets and walk them all the way down to their row, pointing out where their seats are located. As they enter the row, give them the program. Return to the half-wall and go to the back of the line.
- Avoid congestion in the aisles.
- If a problem arises with seating, ask each patron to see their tickets. If any patron will not show you their tickets or if someone is in the wrong seat and refuses to move, please advise the House Manager.
- If a patron complains about seating, please advise the House Manager.
- Consult with the House Manager on what is needed during intermission for each show.

Will Call

The Will Call Volunteer provides our guests with their tickets prior to the show. This is important as most of our patrons purchase tickets over the internet or on the phone and do not pick up their tickets until the night of a show.

Guidelines for Will Call Volunteers

- Pick up the show's Will Call tickets from the Box Office Manager.
- Open the Will Call booth (or table, if in THEATRE514) 1 hour before show time.
- At 5 or 10 minutes before show time, the House Manager or Stage Manager may stop by to ask you how many unclaimed tickets remain so they can decide how long to hold the curtain.
- The inner doors will close once the show is about to start. If all tickets have been claimed by the time that the show starts, you may leave the Will Call booth/ table. If any tickets remain, please stay in the Will Call booth for 5 minutes past the start of the show to allow for late arrivals.
- Return the Will Call ticket box and any unclaimed tickets to the Box Office Manager or Operator.
- Please clean up the booth/table before you leave so it is in good condition for the next Will Call Volunteer.

Film Volunteers

Civic Theatre of Allentown entertains thousands of film patrons each year. Civic is committed to being the premiere non-commercial film venue in the Lehigh Valley, showing the latest releases and best selection of award-winning art films, including documentaries, American independent, and international films that are an alternative to commercial film cinema, keeping in mind its diverse audience.

As a Film Volunteer, you will play a huge role in ensuring that our patrons enjoy their time at Civic. You will make a positive impact on filmgoers' experience, making them eager to return to Civic soon. Each Film Volunteer's job is very important, and this guide will provide you with many of the things you will need to know while volunteering at Civic Theatre.

General Guidelines for All Film Volunteers

- Arrive at the theatre one hour before the film starts.
- Dress nicely, but appropriately for the job you are doing in the theatre.
- Be knowledgeable about things within the theatre (bathrooms, memberships, upcoming films, film hours, etc.)
- Treat patrons with respect at all times.
- Report to Film Staff any problem you are unable to resolve.
- Alert the Film Staff as soon as possible if you will be late or unable to make a shift for which you signed up.
- Have fun! 😊

Film Concessions Volunteer

A Film Concessions Volunteer provides our film guests with refreshments. Film Concessions Volunteers are given a seat in the back of the theatre. Since Concessions Volunteers may be required to remain at the concession stand through the first fifteen minutes of the film, Film Concessions Volunteers are also given the option of coming back on an alternate date during the run of the film with which they have assisted.

Guidelines for Film Concessions Volunteers

- Help the Film Staff prepare for the show. This may involve making coffee, popping popcorn, restocking, or straightening up the theaters.
- Before patrons arrive, familiarize yourself with the items in the Concessions areas and their pricing. Items and prices do change from time to time.
- Assist patrons not only in their purchases, but in enjoying their time at Civic Theatre.

Film Ticket Taker

A Film Ticket Taker welcomes patrons, ensures that those entering the theatre have purchased a ticket and provides information to patrons about the facility. When a film is not sold out, the Film Ticket Taker is given a seat in the back of the theatre. When a film is sold out, the Film Ticket Taker may request a movie pass for an alternate date during the run of the film with which they have assisted.

Tech Volunteers

Civic Theatre of Allentown is dedicated to producing live theatre of high standards of artistic excellence, capitalizing on the physicality, presence, and immediacy of theatre as an art form and providing a creative outlet and training ground for local artists dedicated to the theatre as an avocation.

As a Tech Volunteer, you will ensure that our patrons see a wonderful live performance that makes them eager to return to Civic for more. Each Tech Volunteer's job is very important, and this guide will provide you with many of the things you will need to know while volunteering at Civic.

General Guidelines for All Tech Volunteers

- Check in with the Technical Staff when you arrive at the theaters.
- Always be courteous to theatre patrons and other volunteers while at the theaters.
- Always follow safety instructions given to you from the Technical Staff or the Stage Manager.
- Call the Technical Staff if you will have a schedule conflict with an activity for which you signed up.
- Have fun! 😊

Stitchers

Stitchers aid our Costume Designer in creating costumes for a production. The costume designer will provide the stitcher with a pattern and fabric to create the costume for a show. Sewing experience preferred. This may be done from home. Stitchers accrue volunteer hours toward tickets to a show or film.

Guide for Stitchers

- Please follow the pattern that is given to you from the costume designer. Do not deviate unless given explicit instructions from the Costume Designer.
- Make sure you have a clear vision of the design for the costume stitching before you start the pattern. This will be given to you by the Costume Designer.
- Alert the Costume Designer as soon as possible if you will have any trouble completing the pattern by the date agreed upon when you started.

Carpenter

A Carpenter aids our technical staff in the construction of sets and scenery for our live theatre productions. Set builders are integral in making sure that a production set is completed on time and ready to go for opening night. Basic carpentry experience preferred. Carpenters accrue volunteer hours toward tickets to a show or film.

Guidelines for Carpenter/Set Builders

- Wear appropriate clothing and safety equipment: no shoes that expose any part of your feet, and safety glasses as instructed by Technical Staff.
- We care about your safety. Only work on a set when there is a Technical Staff person working with you.
- Please do not deviate from the plans of the Set Designer without explicit instructions from Technical Staff.
- Let Technical Staff know where you left off, if you leave prior to completing a project.

Painters

Painters paint our sets. Whether you have experience with detailing or have little experience, your painting efforts will be used on the Civic sets which always require hours of paint time. Set Painters accrue volunteer hours toward tickets to a show or film.

Guidelines for Painters

- Come dressed appropriately for painting.
- Please do not deviate from the plans of a set designer without explicit instructions from Technical Staff.
- Let Technical Staff know where you left off, if you leave prior to completing a project.

Grips

Each show requires a new lighting design. The grip works with our Technical Staff to ensure the lighting instruments are correctly hung correctly to best serve the show. Grips accrue volunteer hours for tickets to a show or film.

Guidelines for Grips

- We care about your safety. Only work on lighting when Technical Staff is present.
- Follow all safety instructions from Technical Staff.

Props Assistant

Every item that appears on stage during a show requires someone to make sure it is where it needs to be when it needs to be there. Props Assistants work with the Props Master to purchase, organize and manage the props for a show. Prop assistants accrue volunteer hours for tickets to a show or film.

Tech Crew

Assistant Stage Manager

The Assistant Stage Manager of a show is an integral part of each production. They assist the Director and the Stage Manager throughout all rehearsals and have duties backstage during every performance. The Assistant Stage Manager is given two tickets to Opening weekend of the show with which they are assisting.

Spot Light Operators

Spot Light Operators operate the spotlights. They must undergo a training prior to their starting date and be available for all rehearsals starting with Tech rehearsals (two weeks prior to Opening) and during every performance. Spot Light Operators are given two tickets to Opening weekend of the show with which they are assisting.

Light Board Operators

Light Board Operators operate the Light Board. They must be available for all rehearsals starting with Tech rehearsals (two weeks prior to opening) and during every performance. Light Board Operators are given two tickets to Opening weekend of the show with which they are assisting.

Sound Board Operators

Sound Board Operators operate the sound board. They must be available from load-in (three weeks prior to Opening) and during every performance. Sound Board experience is preferred. Sound Board Operators are given two tickets to Opening weekend of the show with which they are assisting.

Guidelines for Tech Crew:

Assistant Stage Managers, Spotlight Operators, Light Board Operators, Sound Board Operators

- Tech Crew positions require your presence at all or most rehearsals and performances. Please check rehearsal schedule and show schedule.
- If you have never done the activity you volunteered for, please schedule a training with Technical Staff prior the first rehearsal.
- If you have a problem making a rehearsal or there is another emergency, please alert Stage Manager as soon as possible.

Storage Space Organizer

The Storage Space Organizers help put things away after a show is completed. Storage Space Organizers accrue volunteer hours for tickets to a show or film.

Load-In and Strike Team

The Load-In Team works to bring the materials that a set is being constructed with into the theater. The Strike Team works to bring a set down and salvage pieces of a set that can be used for other productions. Load-In and Strike team members accrue volunteer hours for tickets to a show or film.

Office Volunteers

Civic patrons enjoy our live performances and films, attend Civic Theatre School or participate in one of our various outreach programs which ensure that the Arts reach community members of all ages and backgrounds. Our Administrative Offices pursue the funding that supports this programming, issues all marketing materials to let the community know what's available to them, and provides the customer services that patrons must have in order to partake of this programming. As an office volunteer, you can help with marketing, fundraising or the Box Office as much or as little as you like. Each office volunteer's job is very important as nothing could go on stage if there were not a business in place to make sure it happens. This guide will provide you with many of the things you will need to know while volunteering your time in the office at Civic Theatre.

General Guidelines for All Office Volunteers

Check in with the staff person you are working with when you arrive at the theaters.
Always be courteous to patrons and other volunteers while at the theaters.
Feel free to ask questions or make suggestions about the project you are working on
Let the staff person you are working with know where you left off in your project, prior to leaving.
Information you may see, hear, or read in Civic's office is confidential.
Different projects require different dress codes. Please check with staff to confirm attire.
Please let the staff person you are working with know if you will be late or unable to attend.
Have fun! 😊

Filing Assistants

Develop your own schedule (bi-weekly to monthly) to come into the office and assist various staff with filing and organizing. Filing Assistants accrue volunteer hours toward tickets to a show or film.

Ad Sales Assistants

Develop your own schedule (weekly to monthly) to come into the office and research and make calls to potential advertisers. Ad Sales Assistants accrue hours toward tickets to a show or film.

Marketing Writers

Develop your own schedule (weekly to monthly) to write film descriptions, social media content, etc. Writing experience preferred. Can be done from home. Marketing Writers accrue hours toward tickets to a show or film.

Grant Researchers

Develop your own schedule (weekly to monthly) to research grant opportunities. We have resources in the office you can use, but it can be done from home. Grant Researchers accrue hours toward tickets to a show or film.

Box Office Assistants

Develop your own schedule (weekly to monthly) to work in the Box Office answering phones and selling tickets. If available, act as second Box Office Operator on show nights. Box Office Assistants accrue hours toward tickets to a show or film.

Data Entry Assistants

Develop your own schedule (weekly to monthly) to come into the office and enter data into our computers. Data Entry Assistants accrue hours toward tickets to a show or film.

Mailing Preparers

On an as-needed basis, come in to the office and help prepare mailings by stuffing envelopes or applying address labels. Mailing Preparers accrue hours toward tickets to a show or film.

Tabling Staff

On an as-needed basis, assist with information tables, raffle tables or fundraising tables at events. Also, can research and recommend events at which Civic should be present. Tabling Staff accrue hours toward tickets to a show or film.

Marketing Distribution Team

The Marketing Distribution Team distributes Civic Theatre marketing materials to local businesses to promote Civic events. Each member is given a route of businesses to deliver materials. Marketing Distribution Team Members accrue hours toward tickets to a show or film.

In Closing

We appreciate your willingness to volunteer with CIVIC VOLUNTEER CORE. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties feel free to ask questions. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows Civic Theatre to most effectively serve our patron's needs. Thank you!