VOLUNTEERING

AT

FLAGLER AUDITORIUM

POLICIES, OPPORTUNITIES AND PROCEDURES
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VOLUNTEERING AT THE AUDITORIUM

The Flagler Auditorium Governing Board, the Flagler County School Board, and the staff of the Auditorium want to sincerely thank you for becoming a part of the premier performing arts center team. You are joining a very dedicated group of community leaders, patrons, and business organizations seeking to promote, enhance, and support the performing arts in Flagler County and the surrounding region.

Located on the campus of Flagler Palm Coast High School, the Flagler Auditorium is a state-of-the-art facility that offers nationally touring Broadway companies, symphonies, chamber music, classical soloists, family theater, big bands, celebrity entertainment, and special cultural events. The Auditorium gives back to the community by providing scholarships and funds for educational activities.

This booklet is designed to help you understand the role of volunteers in the Auditorium’s overall operations and to give you an idea of the types of volunteer opportunities available. The goal is to ensure that there are strong and open lines of communication between staff members and volunteers that will foster a first rate performing arts venue in our community.

Thank you for investing your time and talent at the Flagler Auditorium. Your help and support of the Auditorium’s activities will make a significant difference in the cultural life of Flagler County.
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VOLUNTEER OPPORTUNITIES

You do not need to have experience working with a performing arts center to be an effective volunteer. Nonetheless, there are a number of qualities that foster a positive experience for volunteers. Among the most important are:

- Dedication to exemplary customer service
- A commitment to your volunteer assignment
- Faithful attendance
- Flexibility
- Willingness to work in a cooperative setting
- The ability to reserve judgment

EXPLORATION: If you think you might want to explore volunteering opportunities at Flagler Auditorium, please call or visit the Box Office at (386) 437-7547 to obtain an application or download an application from our website, www.flaglerauditorium.org. The application can be found on our website, under the Support Us tab by clicking on “Volunteer at the Auditorium” from the drop down menu. The application link will be in the middle of the page called the “School Volunteer Program Application.” When you have completed the application, please return it to the Auditorium. A Flagler Auditorium representative may contact you to setup an appointment to be interviewed. If there is a suitable volunteer position, we will forward your completed application to the Flagler County Student Services Office for processing. After your application has been reviewed and approved by the School District, they will notify you of your clearance, and the time(s) and date(s) you can come to get your picture ID. Please allow 2-3 weeks for application processing.
Every volunteer is required to attend a Flagler Auditorium orientation prior to volunteering. The Auditorium will notify you with a date for the next orientation. For returning volunteers, check your expiration date on your ID. If it is no longer current, please contact the Flagler County Student Services Office for renewal procedures.

INSURANCE: The Flagler County School Board must approve all volunteers. This provides insurance coverage in case of injury for volunteers while serving at the Auditorium as long as the volunteer has officially recorded his/her attendance in the school (SIGN IN) where he/she is rendering services.

REWARDS: The Auditorium’s Governing Board and staff are deeply appreciative of your willingness to share your time, enthusiasm, and unique gifts in support of this very worthwhile community resource. Flagler Auditorium volunteers can purchase tickets for themselves for Flagler Auditorium shows at a 10% discount with a valid picture ID.
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VOLUNTEER ASSIGNMENTS

Clerical/Box Office Volunteers

Prospective volunteers with clerical skills might want to consider becoming an office volunteer. The Auditorium staff is often challenged with paperwork connected with professional performances, art shows, cultural events, and community activities. Office volunteers help the administrative and box office staff with the high volume of incoming requests for information or tickets, and assist in processing outgoing responses to individuals, businesses, and cultural arts organizations about a wide variety of issues. They help the staff update Auditorium lists and perform routine clerical tasks.

Qualifications: The ability to follow detailed directions, a positive and collaborative team approach, and clerical skills are highly desirable.

Duties: Office Volunteers work under the guidance of Auditorium staff members who seek clerical assistance. Depending on the volunteer’s interests, activities might include: filing, sending out information in response to inquiries about Auditorium activities, assisting with inventories and lists, collating papers, and entering data into the computer, answering telephones and emails, copying, writing press releases, editing publications, assisting with box office ticketing.

Dress Code: Business casual.
Hospitality/Concession Volunteers

The Auditorium takes pride in the fact that it works hard to provide a hospitable atmosphere for both performers and ticket holders. Snacks and beverages are provided for performers before the show and during intermissions. Ticket-holders can purchase beverages and snacks at a nominal cost. Hospitality/Concession Stand Volunteers are responsible for ensuring that the food and beverage service runs smoothly. Proceeds from the sale of food and beverages are used to fund scholarships for students wishing to pursue careers in the arts.

Qualifications: Personable; trustworthy; flexible; enjoys interaction with people; enthusiastic about the Auditorium

Duties: Under the guidance of the individual designated to coordinate the hospitality and concession stand, volunteers perform a number of tasks including, but not limited to the following:

Hospitality: preparing trays for performers and setting them up in designated areas; serving snacks and beverages to performers the day of the show and during intermissions; tidying up back stage area before and after performers leave.
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Concession Stand: selling snacks and beverages before the show and during intermissions; restocking the food sale items; cleaning up concession area at the end of the event; preparing a restocking list for the Box Office; tallying sales and reconciling purchases and monies taken in; submitting receipt tapes and monies to the Box Office.

Dress Code: (Vests may be purchased at the Auditorium)
- Men: White shirt, black slacks and black vest
- Women: White shirt, black slacks or black skirt and black vest
- Volunteers should wear comfortable, non-skid shoes.
- On occasion, seasonal accents may be encouraged.
- Your valid photo ID must be visible at all times.

Parking/Grounds Volunteers

An hour before the start of the performance or event, and approximately half an hour after it ends, the Auditorium may need men and women who can assist with parking. Parking volunteers will help ensure that all ticket holders enter and exit the parking areas safely and with as little inconvenience as possible.

Qualifications: Can direct traffic effectively and efficiently; able to respond quickly and appropriately in emergency situations; aware of safety and security issues; enjoys interaction with people; courteous, polite, and tactful; has a positive attitude.
Duties: Under the guidance of the Auditorium staff or designee, parking volunteers will perform a number of tasks, including, but not limited to: directing traffic before and after the performance; assisting ticket holders with general parking; directing patrons and those with handicapped parking permits to designated spaces; ensuring that fire and other emergency lanes are clear at all times.

Dress Code: (Vests may be purchased at the Auditorium)
- Men: White shirt, black slacks and black vest
- Women: White shirt, black slacks or black skirt and black vest
- Volunteers should wear comfortable, non-skid shoes.
- Parking attendants should wear reflective clothing.
- On occasion, seasonal accents may be encouraged.
- Your valid photo ID must be visible at all times.

Special Projects Volunteers

Many Auditorium projects do not require help on a weekly basis. Volunteer assistance may only be needed a few times to complete the task. “Special Projects” volunteering is ideal for those who are unable to make a commitment to a weekly assignment.

Qualifications: Virtually everyone can become a Special Projects volunteer. The desire to be of service to the Auditorium is the only real credential.
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Duties: Special Projects volunteers are assigned tasks by the Auditorium’s staff. The staff member explains the nature of the assignment or project, and makes sure you know whom to contact when you arrive at the Auditorium office. Activities might include: assisting the box office staff with mass mailings; sending out information about art shows; addressing envelopes; stuffing envelopes; hanging displays in the Auditorium lobby; stapling program inserts; preparing parade floats.

Usher/Ticket Taker Volunteers

The Auditorium’s most important function is to provide high quality performing arts and cultural events to an ever-widening array of subscribers and other ticket holders. To accomplish its mission, the Auditorium relies on volunteer ushers whose job is to help ensure that everyone attending an Auditorium performance or event has an enjoyable experience and leaves with the feeling that this is an outstanding venue for the arts. The first and often most lasting impression of the caliber of Auditorium operation is provided by the ushers. They are the front line representatives for the Auditorium and set the tone for the event. Their personal demeanor and caring response to the audience’s needs make a difference in how the Auditorium is perceived in the community.

Qualifications: Able to relate well to ticket holders, employees, faculty, staff assigned to the Auditorium, and student technicians working at the Auditorium; enthusiastic and knowledgeable about Auditorium programs and activities; flexible; dependable; courteous, polite, and tactful; having a positive outlook; well-groomed.
Duties: Under the guidance of the Auditorium Volunteer Coordinator or designee, ushers may be assigned to a number of tasks including, but not limited to: greeting ticket holders; taking tickets; escorting ticket holders to their seats; watch over the exits at the end of the performances to ensure safety of our exiting patrons; handing out programs; assisting the Box Office with the sale of tickets; helping physically challenged ticket holders, as requested; answering questions; serving as runners for Auditorium staff, as needed; attending required orientation and training sessions.

Ushers are permitted to watch the shows as long as they fulfill whatever duties they have been assigned. All ushers are required to stay until ticket holders leave the front of the house. All ushers are required to “pick up” discarded programs after performances. (Gloves and bags will be provided for your use.)

All ushers must attend an orientation/training session before reporting for their initial assignments at the Auditorium. You must usher for the school functions as well as the professional shows. Inability to perform in a professional manner will result in your name being removed from our list.

All volunteers assigned as ticket takers should be able to read the tickets to confirm proper event, time, appropriate pricing for the ticket holder, and direct the ticket holder to the correct side of the house. At the end of a performance, the ticket taker returns to their position at the front door to oversee the patrons exiting.
All ushers must be familiar with emergency procedures and ready to respond appropriately as directed by Auditorium staff and school system personnel. IN CASE OF AN EMERGENCY, REPORT IMMEDIATELY TO THE BOX OFFICE FOR FURTHER INSTRUCTIONS. IF THE BOX OFFICE IS NOT OPEN, REPORT TO THE SOUND BOOTH AT THE BACK OF THE AUDITORIUM FOR DIRECTION FROM TECHNICAL STAFF. IF IN THE BALCONY, REPORT TO THE SPOTLIGHT TECHNICIANS, AS THEY ARE EQUIPPED WITH WALKIE-TALKIES.

Fire Drills: Procedures are that when you hear the fire alarm, evacuation is to begin immediately in a timely and orderly fashion. All occupants should be directed to assemble 500 feet from the building towards the parking lot and south side of the building.

Severe Weather: In case of severe weather, the individual assigned to monitor the NOAA weather radio and security radio should notify the Director. Once notified, we will need your assistance in keeping all patrons in their assigned seating. NO ONE will be allowed to leave the building.

Bomb Threat: In case of a bomb threat, once notified by the Director, occupants of the building shall be evacuated in a timely fashion and shall assemble at least 1000 feet from the building. ALL CELLULAR PHONES AND RADIO COMMUNICATION SHALL BE DISCONTINUED FOR THE ENTIRE BUILDING. When leaving, NO ONE should touch light switches or suspicious objects.

Medical Emergency: Under no circumstance does a volunteer administer first aid to a patron. Please notify Auditorium personnel at once. Volunteers should not offer any medication to any students, faculty, ticket holders, or staff at any time.
**Confrontational Situation:** AT ANY TIME, SHOULD A CONFRONTATIONAL SITUATION SEEM TO BE DEVELOPING, IMMEDIATELY CONTACT THE AUDITORIUM MANAGER OR BOX OFFICE PERSONNEL ON DUTY FOR ASSISTANCE.

**Dress Code:** (Vests may be purchased at the Auditorium)

- Men: White shirt, black slacks and black vest
- Women: White shirt, black slacks or black skirt and black vest
- Volunteers should wear comfortable, non-skid shoes.
- On occasion, seasonal accents may be encouraged.
- Valid photo ID must be visible at all times.

**Scheduling:** Since there are more ushers available than needed for any given show, the Volunteer Coordinator will schedule usher assignments on a rotating basis. Ushers who are scheduled to work, but find they are unable to do so, should call the Box Office or email flaglerauditorium@gmail.com. They should not arrange for their own substitutes. Specific tasks will be assigned at the reporting time.

**Other Volunteer Opportunities**

In addition to ushering, every volunteer is encouraged to participate on a Flagler Auditorium Governing Board Committee or to help out, as requested, at a designated service area. Committees and service areas focus on new and/or ongoing needs as well as short-term special projects.
Below are listed some of the committees and designated service areas that may need additional help. If you would be willing to assist with any of these critical needs, please call or email the Flagler Auditorium Director.

- Fundraising
- Patron Recruitment and Recognition
- Public Relations
- Floater

**General Information**

SIGN IN/OUT: Each time you volunteer, you will be asked to sign in and out legibly. The sign-in clipboard is located at the sign-in table in the lobby or in the Box Office. Please ask a staff member or Box Office attendant for the sign-in clipboard if you do not see it. On the sign-in sheet, please initial the form by your name. Please sign out when you have completed your assignment.

You are being asked to sign in for a number of noteworthy reasons:

- To protect students, employees, patrons, and staff by maintaining security throughout the complex. Given the concern both nationally and locally regarding security issues, this is more important than ever;
- To ensure that you can be located and notified in emergency situations;
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- To ensure you are covered by liability insurance policies;
- To qualify for awards and grants that require accurate and up-to-date records of volunteer hours;
- To provide a way for the Governing Board to have a record of your contribution to the Auditorium for recognition and appreciation purposes.

TRAINING: You are required to attend an orientation or training session at the start of the upcoming season or another specified date. While most of the training is “on the job,” the orientation/training sessions will provide concrete information and advice on how to maximize your impact as a volunteer and gain the most from your volunteer experience. At orientation or training sessions, important safety procedures will be discussed. The more you know about the Auditorium, its mission, and performance schedule, the more effective you will be as an Auditorium team member.

ATTENDANCE: It is critically important that volunteers be on time and dependable. The Auditorium staff needs to feel confident that there are reliable and conscientious volunteers whenever help is required. If you cannot make it to the Auditorium, please let the staff know by phoning the Auditorium office as soon as possible or email flaglerauditorium@gmail.com so a replacement can be scheduled. Everyone has personal obligations and the staff understands that there may be occasions when family or professional priorities must take precedence. In any case, the staff should be informed of your change in plans. **Three no shows without notification or three cancellations will result in a review of your volunteer status.** For your convenience, staff contact information is listed on page 17 of this booklet.
CONFIDENTIALITY: Being a trusted member of a performing arts/educational team requires tact and confidentiality. You will be asked to keep information you learn to yourself that may have personal, legal or ethical ramifications. A thoughtless comment can cast a shadow on the whole Volunteer Program. An inability to perform in a professional manner will result in your name being removed from our list. If you have any concerns, please talk to the Volunteer Coordinator or the Director.

IMPORTANT THINGS TO REMEMBER

- ALWAYS wear your Flagler County School District Volunteer picture ID.
- ALWAYS sign in and out LEGIBLY every time you volunteer.
- Call the Flagler Auditorium and leave a message if you cannot make it on your assigned day.
- ALWAYS dress in required dress code.

Thank you for your commitment and dedication to keeping the arts thriving in Flagler County!
STAFF CONTACT INFORMATION

Lisa McDevitt, Director
mcdevittl@flaglerschools.com or
flaglerpromotion@aol.com

Mary Ann Raymond, Box Office Manager
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Valerie Kostyuk, Office Manager/Bookkeeper
kostyukv@flaglerschools.com

Peggy McGreevy, Box Office Assistant
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Jackie McDevitt, Box Office Assistant
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Shanna Greer, Box Office Assistant
greers@flaglerschools.com

Jane Golden, Volunteer Coordinator & Office Assistant
goldenj@flaglerschools.com
flaglerauditorium@gmail.com

Jack Neiberlein, Technical Director
neiberleinj@flaglerschools.com

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