

# Juneau Jazz & Classics Volunteer Job Descriptions

Thank you for considering a volunteer position with us. Our volunteer (wo)manpower is vital to our success as an organization. Below you will find a general breakdown of each job. Look over them, decide which ones best suit your abilities and go to the link provided by the Volunteer Coordinator to nab your job before someone else does.

Call times vary. Generally, we ask all front of house volunteers to arrive 1-2 hrs before doors open. Backstage and tech volunteers will receive arrival times closer to the date of the event. This is when you'll get a more defined breakdown of your duties, as jobs can evolve and shift depending on the particulars of the show and venue. If you cannot arrive early, please contact the Volunteer Coordinator to schedule a time to learn your job.

Stay in touch with your volunteer coordinator. Things can change quickly. We will get you the information you need as soon as we can so you can be successful and enjoy your time at the show.

We are always looking to improve. If you have ideas for how to make your job easier and smoother, let us know. We're in this together and I appreciate new ideas and suggestions.

**Click on each title below to read about its expectations and duties.**

[House Manager](#)

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Front-of-House Manager

**\*\*Arrive 1-2 hrs before doors open\*\***

**Volunteers:**

You will work closely with the Operations Assistant who will help you carry out our duties. Have your crew check in and make sure they know what they are doing. Be familiar with each job description. Be ready to help in any spot should something happen. The Operations Manager will provide you with a list of names and their jobs.

You will be responsible for Ticket Sellers, Raffle Ticket Sellers, Ushers, Merchandise Sellers and Bar Servers. You will check all these individuals into their positions, and set them up with the supplies they need to do their jobs – cash tills, reconciliation forms, envelopes, pens, ipads and credit card readers, etc.

You and the Operations Assistant will be the first at the venue and may leave when all front of house areas have been packed up and loaded out.

**House:** Know where the lights are and how to use them. Find out how to control the heat, open windows etc. if necessary.

**Restrooms:** Check the restrooms to be sure there is toilet paper and lights are on.

**Safety:** Review the emergency exits for the venue and be ready to assist in case of emergency.

**General Event Management:**

- Check how many tickets are available. If we are close to selling out, read the policy on Sold Out concerts and work with the ticket sellers to keep a waiting list.
- Form lines for Presto Pass card holders. You'll set up the Presto Pass sign and allow Presto Pass card holders to form a line at the sign.
- Opening the House – Do not open the house until you have checked in with the Sound Engineer, the Lighting Technician and the Stage Manager to ensure they are ready. Also, be sure to have all volunteers in place when you open the doors. Usually, doors open 30-45 minutes prior to show time. We do allow people who need extra time to go in early to be seated. Presto Pass holders are also allowed to enter first.
- If any guests have special needs, we will let you know, and you or the Reserved Seating ushers (if there are any) will be responsible for reserving those seats or making certain those guests are comfortable.
- You will collect the survey cards (if available) during the intermission and after the show. Put them in an envelope and give them to the Operations Assistant.
- Help the ticket sellers, raffle sellers, and merchandise sellers fill out their reconciliation forms and turn all the receipts in at the end. All tills need to be counted by two individuals. All reconciliation forms need to be signed by two individuals. All reconciliation envelopes go to the Operations Assistant.
- All volunteers should be responsible for cleaning their areas and loading out any equipment or materials they use at the end of the evening. Programs need to be collected from seats and packed up, the ticket table will need to break down, merchandise needs to be packed up and general office supplies need to be returned to their bins. If all chip in – we all get out earlier in the evening!

**Reserved Seats:** Director's Circle (DC) members have donated \$1,000 or more and have the option to utilize our reserved seating in the front rows. Be sure that the DC reserved seating signs are laid out on the chairs.

## Clean Up Crew

**\*\*Arrive by the end of the show or you may attend the show if you'd like\*\***

Your job is to help return the venue back to its condition before the concert. It is expected that Clean Up Crew will stay to help until all duties are finished. Please check-in with the House Manager before leaving the venue. You are welcome to attend the show, but if you will not attend the concert, please confirm when the end of the show is expected to be and arrive by the end of the show.

Clean Up Crew duties may include:

- Folding up and stacking all chairs and tables in the appropriate number and manner and moving stacks to their proper storage. **Check in before moving chairs and tables. Some venues prefer that we do NOT move their items.**
- Moving sound & lighting equipment off the stage and to storage – under the direct supervision of the sound engineer or House Manager.
- Pick up programs and if in decent condition return to the programs box to be reused.
- Trash & Recycling - Clean up any trash on the floor. Bag up all garbage bags and replace garbage cans with fresh garbage bags.
- Make sure bathroom trash cans are emptied and replaced with fresh garbage bags.
- Sweep and/or vacuum floors after chairs and tables are put away.
- Clean main doors and parking lot of discarded programs and trash.
- Clean green rooms and backstage hospitality rooms – trash, food, etc.
- Help front of house volunteers pack up and clean their areas. Ex: packing up merchandise, cleaning up bar area, etc
- Be flexible to adapt to any other clean up duties as they arise.

## Hospitality Assistant

**\*\*Arrive 1-2 hrs. before showtime\*\***

You are responsible for helping the Hospitality Manager with the food and beverages that we provide for our artists backstage, and for making the backstage area as comfortable and attractive as possible for them.

Some artists have specific requirements: Please review that list (called the "contract rider") provided by the Hospitality Manager and set up the backstage area to meet those needs.

*When there is a separate Green Room, we like to display flowers.*

- The Hospitality Manager will be your contact for timing, questions, concerns.
- Assist the manager in transporting and hauling supplies, setting up food, drinks, flowers, linens, trash cans.
- Replenish platters as needed, be alert to artist's needs or concerns, keep the backstage area tidy.
- Generally, artists ask that no one is allowed backstage other than our crew.
- After the concert is over, stay with the refreshments, replenishing as needed. We will start breaking down food and beverages 30 min after the show.
- Repack the reusable food, clean up the area and help straighten the dressing rooms.
  - **Be sure to give the artists space – do not camp out in the hospitality room. Give themselves a chance to talk amongst each other in privacy.**

## Set-up/Breakdown/Stage Crew

**Set-up is generally the morning of or the day before the event**

**\*\*You'll receive arrival times closer to the date\*\***

**\*\*Breakdown crew is welcome to attend the show, but should arrive by end of show\*\***

- Set up times will vary by concert and location. Sometimes we set up equipment the day before. Sometimes we do it the morning/afternoon before showtime.
- You may be asked to help move equipment out of or into our storage unit at 1330 Eastaugh Way.
- Check-in and assist the lighting and sound technician as needed. Duties will require hauling, lifting, and positioning equipment.
- Breakdown crew will clean up the stage and concert area and pack and haul equipment. The Sound and Lighting Crew will direct.
- **STAGE CREW** will check in with Lighting and Sound. You are responsible for adjusting/moving chairs or music stands between sets. You may be asked to bring the musicians towels or water while they're on stage.
- You will be given a stage plot prior to the event.

- Check to see which chairs and stands/mikes/etc. will go where and arrange them off stage conveniently so you can make the changes quickly.

## Ticket Seller

**\*\*Arrive 1-2 hrs before doors open\*\***

Check in with the House Manager and Volunteer Coordinator.

Your job is to sell tickets at the door, account for the money and to organize the waiting list in the event of a sellout.

You will be given a tablet with our POS system, a cash box with change in it, a calculator, pens, a reconciliation form for balancing the till, and an envelope to put the money and reconciliation form into.

Most people purchase tickets ahead of time these days. If there is a long line of people waiting to be checked-in by the “ticket taker” and no one is purchasing tickets, you can help check names and move those people through.

Things to know:

- Know the price for the tickets! Some concerts have different pricing, but this is our typical price breakdown.

**\$45 - General Admission**

**\$30 - Senior**

**\$10 – Student**

- **Seniors are 65 years and older. Students are K-full-time college. Anyone college age should be asked to present a college ID.**
  - **WILL CALL is a list of names who have already paid for tickets. You can direct them to the ticket takers. Ticket takers will have their name on their roster.**
- 1) Count the till and note the amount on the reconciliation form. (Should be \$200)
  - 2) Count the available tickets in each category, and mark that on the reconciliation form.
  - 3) One of you should stay outside for 20-25 minutes after the concert begins, for late comers. (If we are sold out, just put a sign on the table and go enjoy the show!) but check in with the house manager before leaving your post. **NEVER leave cash unattended!**
  - 4) After sales are over, rectify the till: Count the tickets sold @ each price and figure how much \$ should be in the till. Make sure this matches up with what has been entered into POS.
  - 5) Remove the \$200 cash for the till and put it in the cash box.
  - 6) Count the remaining cash and checks. Subtract how much we have from what we should have, note it on the form. Both Ticket Sellers need to sign the reconciliation form. If you are working alone, ask the House Manager to also count the cash, credit cards and checks and verify your counts.
  - 7) Put the form and all the money in the envelope and give it to the festival bookkeeper.

## Ticket Taker

**\*\*Arrive 1-2 hrs before doors open\*\***

Check in with the House Manager/Volunteer Coordinator

- You will be given an ipad to scan tickets and a list of names of people who have already purchased tickets. Your job is to scan tix/check names with people coming and hand them a bracelet so we may easily recognize them.
- If someone is there to purchase a ticket at the door, send them to the ticket seller.
- Stand on one side of the doors. The House Manager will open the doors, usually 30-45 minutes prior to concert time. Do NOT check tickets before doors open.
- Presto Pass cardholders will form a special line next to a sign that says "Presto Pass." All Presto Pass cardholders will enter first.
- Director's Circle patrons are those who have donated \$1000 or more in the previous year. They get special front row seating. You will give them a "Director's Circle" Pass so they can present it to the ushers for seating.
- If you are working an event where alcohol is sold, you may be asked to check ID and give bracelets to anyone allowed to drink.

Be alert for:

- If you are working an event where alcohol is sold, you will be asked to familiarize yourself with the Juneau Jazz & Classics alcohol policy. Please alert the House Manager of any patrons, or non-patrons, that appear intoxicated.
- Prior to the concert, you can help the House Manager by checking the condition of the concert hall, making sure it is tidy, if we need to open or close windows, etc.
- At the end of the concert, help pack up the ticket taker/seller supplies, clean up trash. You can also help the merchandise folks do their final counts and pack up and load out.

## Merchandise

**\*\*Arrive 1-2 hrs before doors open\*\***

Check-in with the House Manager/Volunteer Coordinator. You will be given a tote of supplies including a tablet with our POS system, money bag with change, reconciliation forms, and various products to sell like CDs, t-shirts, books, etc.

- Count the money at the beginning of your shift (should be \$200) and write it on the sheet.
- Take inventory of everything
- Set up merchandise in an aesthetically pleasing way.
- Sell merchandise through our POS system or using cash.
- At the end of the night, list the products and quantity sold, count your cash and checks and make sure everything adds up and matches what has been entered into POS. If numbers are off, make a note on the form. Put all money and the reconciliation form in the envelope provided and give it to the Festival Bookkeeper.
- Pack up remaining merchandise and supplies, clean up trash in your area, and return supplies to the House Manager or Volunteer Coordinator.

## Raffle Master & Raffle Seller

**\*\*Arrive 1-2 hrs before doors open\*\***

Check in with and receive supplies from the Raffle Master. You should receive an apron, pens, stacks of raffle tickets and money for making change.

Raffle tickets come in a book of 6. Your job is to walk around the venue, approach audience members before the show and at intermission, and ask them if they want to buy a raffle. Familiarize yourself with the prizes listed on the ticket.

\$20 - Individual tickets; \$100 – Book (6 tix)

Fill out the stub with all the necessary information. It is vital that we get their full name and 2 points of contact (email and phone or phone and address for example). Please write legibly. If we can't read the name, the winner can't claim their prize. It can get busy, so if someone purchases a book, you can fill out the top ticket stub, keep them stapled!!, then fill in the rest with the same info when you have some down time.

Please note on the ticket if you sold a single ticket or a book. Also note the form of payment.  
*You will thank yourself later for this when you are reconciling!*

If someone wants to purchase tickets with a credit card you will process it on a tablet with our POS system. Tablets will be in various locations (merchandise, bar, ticket table). Choose the one that is available at the time.

Rip off the stub. You keep the stub with the buyer's info. The buyer keeps the ticket with the ticket number and prize descriptions.

At the end of the night, reconcile the amount of cash you have received with the number of tickets sold. Return money, tickets, and all supplies to the raffle master and tell him/her/they your reconciled numbers. (S)he will double check the numbers and write them on the reconciliation sheet.

***If you are the Raffle Master you will check in with the House Manager/Volunteer Coordinator. your job includes everything above PLUS***

- Managing individual ticket sellers
- Distributing and collecting all supplies and raffle tickets
- Double checking each seller's reconciliation info and completing the reconciliation form.

## Bar Servers

**\*\*Arrive 1-2 hrs before doors open\*\***

Must possess a current TAP card.

Check in and receive any necessary supplies from the Bar Master.

Familiarize yourself with inventory and pricing.

Check IDs and keep an eye out for underage drinkers. At some events IDs will be checked at the door in which case you will only sell to those wearing a specific color bracelet.

Sell and pour drinks

Monitor for drunken and unruly behavior. If you identify problematic activity, alert the Bar Master and House Manager immediately.

## Ushers

**\*\*Arrive 1 hr before doors open\*\***

- Be familiar with the auditorium's emergency exits. In the case of an emergency, you oversee helping move people out of the auditorium – calmly and efficiently.
- Greet patrons, offer them a program, and help them to their seats if they need it.
- Being familiar with reserved seats and handicap seating. The house manager will inform you of any reserved seating. You may be asked to help mark reserved seating.



- 2-3 minutes before the concert starts, please remove any signage from reserved seats/handicap seats so that anyone can sit there.
- Monitor the doors. When the concert starts, shut all doors. 1 usher should sit by each door to greet latecomers and prevent people from going in and out at inopportune times.
- Opening the doors – just before intermission and just before the end of the concert – when people start to applaud, prop open the doors for people to exit.
- Direct patrons to empty seats. As we get closer to concert time, it may be difficult to find empty seats. Your job is to help identify seats for patrons and walk them to the seats.
- You may be asked to rearrange or set out chairs.
- At the end of the night, you can help pick up programs and trash and pack up the front of house.

## Security

**\*\*Arrive .5 hr before doors open\*\***

- You are responsible for security at our larger events. You are to be on the lookout for the following:
  - Folks trying to sneak into the concert
  - Folks who appear intoxicated
  - Folks to try to get backstage to visit with artists
- If someone is causing problems consult with the house manager and volunteer coordinator.