

Toledo Museum of Art

Volunteer Job Description

TITLE: Peristyle Usher

REPORTS TO: Visitor Engagement Supervisor

COMMITMENT: A minimum of 15 events per season (September – June)
An active volunteer is required to do a minimum of 36 logged hours per year in any one job or a combination of jobs.

SUMMARY

The Peristyle performance hall was built by the museum in 1933, and its stage has been graced by thousands of performers in the years since—including many performances by the Toledo Symphony Orchestra. Volunteer ushers make this possible by distributing programs, taking tickets, guiding and seating guests, and more. A special perk for ushers is that they get to see the performances they work for—for free!

KEY ACCOUNTABILITIES

Duties and Responsibilities include the following; other duties may be assigned:

- Prepare/collate programs prior to performances and distribute programs to guests as they arrive for performances.
- Greet and offer each guest to the Peristyle exceptional customer service.
- Verify tickets.
- Assist in the checking of coats and hats in the coat room.
- Assist with the efficient arrival, seating, and departing of guests.
- Maintain appropriate food and beverage policies with visitors.
- Assist with Emergency Evacuation.

RELATIONSHIPS

- Ultimately reports to the Visitor Engagement Supervisor. Reports to Head Usher during an event.
- Works closely with Visitor Engagement, Special Events, Security, Programs, and Museum visitors.

SPECIALIZED KNOWLEDGE, COMPETENCIES AND ABILITIES

- Ability to work well with the public: Be visitor oriented to perform at the highest level possible.
- Demonstrated problem-solving and decision-making skills.
- Event experience preferred.

EDUCATION AND EXPERIENCE

- Special interest or experience in the musical, film, and/or performing arts is desired.

WORK ENVIRONMENT

- While performing the duties of this job, the volunteer is regularly required to communicate efficiently, remain standing for long periods of time, and navigate the lower and upper promenade stairs. The volunteer may need to lift and/or move up to 50 pound boxes of programs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus. Must be able to work in the dark using a flashlight. The noise level when performing the duties of this position could be excessive depending on the musical performance, applause, and while visitors are exiting. The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Toledo Museum of Art provides equal opportunity for volunteering to all qualified applicants. No person shall be discriminated against on the basis of race, color, religion, gender, age, national origin, marital status, disability, sexual orientation, veteran status or any other status or condition protected by applicable federal or state statutes. The Museum is committed to maintaining an environment in which all volunteers and employees are treated equitably and given the opportunity to achieve their full potential in the workplace.