

Description of Positions

***Security:** Main responsibilities include preventing patrons from entering the auditorium until the house has been opened by the Staff House Manager, to maintain security of the front of house, to keep an eye on anyone entering the theatre during performances and to assist the staff house manager and house manager associate if problems arise. They arrive 60 minutes prior to the show and remain until the house is empty or until released by staff house manager to assist with lock-up, if needed.

***House Manager Associate:** This person is responsible for communicating with the staff house manager, filling in the team captain and ushers on specific details of each show and ensuring that all positions are filled and running smoothly. It is the house manager associate's responsibility (in communication with the staff house manager) to open the doors to the theatre, arranging seating of handicap patrons and latecomers and handling any problems that might arise as well as any emergencies. They arrive 90 minutes prior to the performance and remain until the house is empty to lock up.

***Team Captain:** This person is in charge of one team of ushers for the entire season. Duties include reminding ushers a week prior to performances, working with ushers to arrange substitutes if necessary, initialing point cards and assigning specific positions to team members. In addition, they are responsible for distributing gloves for theatre cleanup after each show. They arrive 90 minutes prior to each show and leave when all usher duties are completed.

***Usher:** Ushers are assigned to a team for the season and are responsible, in conjunction with the team captain, for finding their own substitutes from a list of available volunteers if they cannot make a performance. Ushers must stuff inserts into program books prior to each show and remove them after the show. They must attend a meeting with the staff house manager prior to each show. Ushers greet and assist patrons, showing them to their seats, distributing programs, help as needed and open the door for any patrons needing to leave the auditorium throughout the show. They must remain after the show to clean up debris in the theatre and pull up all seats. Ushers may be called on to guard the stage door during intermission, help with concessions or to help sell merchandise. They arrive 75 minutes prior to the show and remain until released by staff house manager. **To be fair to team captains and fellow members of the teams, ushers are asked to work 80% of the shows scheduled or get a substitute for yourself if you are unavailable. There is also no guarantee you will be able to watch the show you are scheduled to work.**

***Concessions/Bartender:** Concessions/Bartenders are assigned as teams and are responsible for stocking and cleaning up the bar areas and/or café needed for each show. Responsibilities include entering all sales in the provided point of sale system and handling the cash box as well as using best judgment when serving alcohol to patrons. They arrive 90 minutes prior to the show and remain until released by staff house manager as discussed prior to the show.

***Substitute Usher:** A substitute usher is willing to fill in for any usher when called upon. Substitute ushers may let the box office know in advance if they would like to be put on a waiting list for any of our scheduled performances. All requirements/descriptions for usher above apply.

***School Program House Manager Associate/Usher:** Volunteers assist staff with seating of classes for school shows and help with dismissal. They arrive 45 minutes prior to the show and remain until duties are complete. All requirements/descriptions for usher above apply. House Manager Associate responsible for securing their team a week prior to the show and assisting in finding subs as needed. **School program workers MUST be available to work between the hours of 8:30am and 2:00pm.**

Special Events/Hospitality: The Raue holds several special receptions and events during the year for which volunteers are needed. Duties may include setting up receptions, signing people in, manning tables to hand out literature, selling merchandise, or helping with special activities/games at Halloween, Johnny Appleseed Days and other expos and events during the year.

General Office: Duties include answering phones, filing and special projects at our administrative office or box office. General office volunteers usually work two-hour shifts on a regular basis. **There is no guarantee projects are available so volunteers are asked to bring other activities to work on.**

Marketing/Promotions: Duties include distributing flyers and promotional items to businesses in and around the Crystal Lake area.

***Decorating:** Duties include decorating the theatre for special events as needed as well as the holiday season.

***Mascot:** Duties include wearing the Tovar Mascot uniform and being available to wander in or around the Raue Center during special events.

Junior Ambassador Program: A volunteer program for our youth based on service projects and volunteer opportunities at Raue Center. This program is for children and young adults ages 10-21. Please contact the Raue Box Office if you are interested in this program.

***Easy mobility is a requirement of these positions.**