



**MARATHON  
CENTER**  
FOR THE PERFORMING ARTS

# **Volunteer** Handbook

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200 West Main Cross Street • Findlay, Ohio 45840 • (419) 423-2787

MARATHON CENTER FOR THE PERFORMING ARTS



## **MCPA Volunteer Program Handbook**

### **Roles and Qualifications**

Thank you for your interest in becoming a volunteer at the Marathon Center for the Performing Arts! We would not be able to continue to serve the community to our full potential without its dedicated and inspiring volunteers. Each year, we offer a wide range of volunteer opportunities with numerous events and shows at the MCPA. We desire for our volunteers to perform with professionalism as we create an enjoyable and energetic atmosphere so that we can build a long-lasting and positive relationship for our patrons and volunteers.

### **What is the Marathon Center for the Performing Arts (MCPA)?**

The MCPA is a 501(c) 3 non-profit organization and opened its doors to the public at its first performance on December 18<sup>th</sup>, 2015. Using the art deco style auditorium of Findlay's historic Central Middle School as both its structural and aesthetic foundation, MCPA features a beautifully renovated 960 seat performance space featuring a large proscenium stage with expanded backstage capabilities, state-of-the-art lighting and sound technology, and new seating; a multi-purpose event hall for intimate performances, rehearsals, meetings, corporate and private events; an atrium lobby; a lounge space; an art gallery; a suite of dressing rooms, and flexible spaces in the lower level to provide arts education classes for the community.

In this handbook, you will find information on:

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## **Volunteer Qualifications:**

- At least 16 years of age (or a high school student)
- Agree to all terms of the MCPA Volunteer Program
- Able to walk up and down stairs and/or stand freely for periods of up to one hour or longer (specific roles apply here)
- Be willing to interact with patrons, staff and other volunteers in a courteous and friendly manner
- Be well groomed and meet dress code requirements
- Be able to keep calm during emergencies
- Be able to accept authority and follow directions in a professional manner
- Be able to work with a diverse group of patrons, staff and volunteers
- Be able to handle equipment with care

## **Training**

Each volunteer will be trained in their role before each performance to ensure understanding and preparation for all roles. The MCPA staff will be in charge of training each volunteer before performances and getting equipment ready for all volunteers and staff. Most training will take place before the doors open to the public and the performance. Note- Training time qualifies as volunteer hours for those seeking fulfilling service requirements.

## **Time Requirements:**

Most shows take place in the evenings and on weekends; however there are occasionally events and performances during weekdays. Dates and times are given far in advance and, volunteers sign up to work the shows that meet their schedules. Volunteers report to the MCPA one and a half hours prior to most shows. This allows time for volunteers to receive their assignments and training for the performance, learn show details and any special circumstances before the lobby doors open (30 minutes before show time). Because our volunteers are critical to the efficient and organized operation of our programs, we count on you to be here when scheduled and to be on time. If a volunteer is assigned to a role at a performance and are unable to work the event for any reason, it is their responsibility to contact the House Manager via phone at (419) 423-2787 ext. 107 or email at [house@marathoncenterarts.org](mailto:house@marathoncenterarts.org). It is preferable to give at least a 48-hour notice to allow time to find a replacement. If a volunteer is unable to make their shift due to an illness or emergency, please contact the House Manager as soon as possible. If you are a student, please let the Volunteer Coordinator know so that hours and requirements are kept on record.

## **Scheduling**

All scheduling will be finalized by the Volunteer Coordinator through the online scheduling system [SignUpGenius.com](http://SignUpGenius.com). Each month during the season, a sign-up request will be sent to all volunteers requesting their availability for upcoming performances. Volunteers can sign up for shows and performances directly on the site and read information on the show and volunteer details. Each volunteer must have a [SignUpGenius](http://SignUpGenius) account (free) and an email address in order to sign up for performances and events. If a volunteer does not have an email address, please contact the Volunteer Coordinator for further assistance. All sign-ups and schedules will be posted on the website at [marathoncenterarts.org/volunteer](http://marathoncenterarts.org/volunteer). An email reminder for those scheduled to work will be sent 5-7 days prior to each performance. If a volunteer has a conflict with a specific role/date/performance, please let the House Manager know of this as soon as possible.

## **Dress Code/Presentation**

The MCPA is a professional performing arts center and strives to present the organization in the best possible way. Volunteers are asked to be well-groomed and dressed in the attire listed below. All volunteers dress in the same attire so that they are easily recognizable for guests. MCPA staff will provide a "staff" magnetic name tag. No clothing with images, logos, or prints. Please note that most roles will require standing and walking for an extended amount of time; please make sure to wear comfortable footwear. Any questions about clothing requirements, please contact the Volunteer Coordinator at [cmisamore@marathoncenterarts.org](mailto:cmisamore@marathoncenterarts.org)

### **Dress attire is below:**

#### **Men:**

- Black slacks
- White dress shirt
- Black shoes (no tennis shoes)

#### **Women**

- Black slacks
- Modest white shirt (no tank tops)
- Black shoes (no tennis shoes)

## Volunteer Roles and Requirements

The following volunteer roles will take place at the MCPA. Please read roles and requirements that you are interested in to make sure the role is a good fit for you. There are other opportunities to be a volunteer in addition to the roles listed below. If you are interested in helping in other areas, please indicate so on the *Volunteer Application Form* (located at [www.marathoncenterarts.org/volunteers](http://www.marathoncenterarts.org/volunteers)).

### **\*Ushers**

#### **Program Ushers**

#### **House-Ticket Takers/Scanners**

#### **Ticket Office/Will Call**

### **\*Concessions- Bar Attendance**

#### **Greeter**

#### **Floater**

#### **Docent- Art Show**

#### **Docent- Performance**

#### **Office Assistant**

*\* Age restrictions may apply in these roles- Read the role requirements for further information.*

### **\*Ushers**

Ushering is an essential role in bringing patrons the best experience during performances. Ushers main role is to assist guests with their seating inside the house and any questions they may have. There will be ushers located on the main floor and the balcony of the house. Other tasks include assisting any late arrivals into the house, directing guests to exits, restrooms, and concessions, and making sure the doors are closed once the performance has begun.

The ushers will be positioned inside the house by the main doors:

- 15 minutes before the doors are opened to the house
- 15 minutes after the performance as begun
- 15 minutes before and after intermission
- 15 minutes before the end of the performance (Ushers are required to help collect programs and loose trash from the aisles after patrons exit the theater.)

Requirements:

- Must be 18 years or older to be an usher
- Able to walk some distance
- Able to climb stairs (if located in the balcony)
- Able to stand for an hour to two hours per event
- Able to answer questions for guests

## **Program Ushers**

Program ushers are to hand out the performance program provided by the house manager once the theater doors open for guests to take their seats. If needed, a program usher may be asked to help usher if needed. During intermission (if it applies) program ushers are asked to stand at theater doors or in the lobby and help direct guests to restrooms, concession, etc. At the end of the performance, the program ushers will assist the ushers with checking the theater for trash and lost and found items.

Requirements:

- Able to walk some distance
- Able to climb stairs (if located in the balcony)
- Able to stand for an hour to two hours per event
- Able to answer questions for guests

## **House- Ticket Takers/ Scanners**

Ticket Takers will use our Motorola ticket scanners to scan each ticket for guests before entering the house. Responsibilities will include greeting guests as they go into the theater and make sure all tickets are scanned as patrons enter the house.

Requirements:

- Able to stand for one to two hours per event
- Able to hold the scanner and read the screen
- Be present at the box office doors 15 minutes before house doors open
- Be present at the theater doors 15 minutes after performance has begun for any late arrivals

## **Ticket Office/ Will Call**

A MCPA staff member will be responsible for all ticket sales for each performance. Volunteers will man the "will call" window. Responsibilities will include selling tickets, accepting payments for tickets, will call box, running the ticket office before and during performances. This role will work closely with the house manager and volunteer coordinator before, during and after the performance. This will include checking to make sure all tickets are in order and ready for guests. If there is a conflict with will call tickets with a guest, the volunteer will be responsible for getting the volunteer coordinator to resolve any conflicts.

Requirements:

- Able to read and organize "will call" tickets
- Good communication skills

## **Greeter**

The greeter will welcome the guests upon arrival at the MCPA building. They will be stationed at the main entrance doors in the lobby as well as the theater lobby. The greeters will be the first impression the guests will get when they come to the MCPA. They will also assist in helping patrons to locate restrooms, exits, concessions, and theater.

Requirements:

- Able to stand for one to two hours per event
- Greet guests with a warm and friendly demeanor

## **\*Concessions- Bar Attendance**

Bar attendance will be responsible for providing food and beverages to guests before the show and during intermission (if provided by the performance). A bartender license of any kind is not required; the venue will only serve beer and wine. Responsibilities include serving alcohol to guests 21 and over, checking IDs, pouring and serving drinks, keeping the bar area clean and tidy, payment transactions and payment transactions.

Requirements:

- 21 years or older
- Able to stand 1-2 hours or longer

## **Floater**

The floater is extra help for the House Manager/Volunteer Coordinator during performances and set up. Responsibilities include reporting to the House Manager for tasks and details, helping in areas where guest service is heaviest, running errands in the center, and being available to the House Manager for additional needs.

Requirements:

- Able to stand for one to two hours per event
- Able to climb stairs
- Able to be flexible in tasks and assignments
- Able to work in a fast pace situation

## **Docent- Performance Shows**

The Docent will man the Art Gallery one hour prior to a performance and during intermission. Responsibilities include welcoming visitors to the art show, answer questions, assist the artist/designer, assist the House Manager/Volunteer Coordinator if needed, assist guests with locations for restrooms, concession, and exits, and offices.

Requirements:

- Able to stand for one to two hours per event
- Comfortable communicating with visitors

## **Docent- Art Shows**

The Docent will be an engaging and essential role for Art Shows held in the Art Gallery. Responsibilities include welcoming visitors to the art show, answer questions, assist the artist/designer, assist the House Manager/Volunteer Coordinator if needed, assist guests with locations for restrooms, concession, and exits, and offices.

Requirements:

- Able to stand/walk for one to two hours per event
- Comfortable communicating with visitors

## **Office Assistant**

The office assistant will help with office details and preparations such as stuffing envelopes, preparing brochures and print material for mailing, organizing performance material, and other needs per the Administrative Director. This role may take place during the week and/or weekend.

Requirements:

- Able to do miscellaneous tasks for a few hours
- Availability during the week

*Please note:*

- 1.) Being a volunteer does not guarantee the chance to see the show, nor do certain positions allow for viewing the show. We as a staff will try our best to allow volunteers to see some of the performance during their shift.*
- 2.) MCPA management reserves the right to determine who is accepted as a volunteer. MCPA provides equal volunteering opportunities for every person regardless of race, color, religion, sex, national origin, age, disability, veteran status, or any other protected classification as established by law. Those who are unable to meet the requirements or who violate policies or procedures will not be eligible. The positions and duties of the volunteers will be determined by MCPA management and staff such as ushering, concessions and sales, greeters, stuffing programs and assisting at special events.*
- 3.) Any equipment misused by a volunteer will be the responsibility of the volunteer. All resources used by volunteers will be handled with care and diligence during shifts. Any misconduct and /or destruction of any kind by a volunteer will result in dismissal from the MCPA volunteer program. For further information on volunteers policies and expectations, please refer to the Volunteer Release and Waiver of Liability.*
- 4.) MCPA is a drug-free, weapon-free venue and expects all volunteers, staff, patrons, and any other guests using the facilities to abide by these terms. It is the policy of the Organization to provide a safe and healthy work environment for all volunteers. Volunteers must comply with all safety and health requirements by management, federal, state and local law. Any misuse or misconduct of these terms will result in dismissal from MCPA.*

Any questions, please contact us:

Cindy Misamore- Volunteer Coordinator

[cmisamore@marathoncenterarts.org](mailto:cmisamore@marathoncenterarts.org)

Office: (419) 423-2787 Ext. 102

200 West Main Cross St. PO Box 945

Findlay, OH 45840

Carolyn Lavender- House Manager

[house@marathoncenterarts.org](mailto:house@marathoncenterarts.org)

Office: (419) 423-2787 Ext. 107

200 West Main Cross St. PO Box 945

Findlay, OH 45840

All resources and volunteer opportunities are available online at

[www.marathoncenterarts.org](http://www.marathoncenterarts.org)

**We look forward to having you as part of the volunteer team!**