

VOLUNTEER AMBASSADOR CORPS CANDIDATES

San Diego Theatres is on a mission to **CREATE MOMENTS THAT MATTER** by delivering an accessible place for all people to enjoy the arts at our historic and iconic state-of-the-art venues. As the non-profit operator of the Historic Balboa Theatre (1,335 seats) and the San Diego Civic Theatre (2,967 seats), we serve over 500,000 guests annually. None of this would be possible without the help of our **Volunteers!**

Our volunteer Ambassador Corps Program was designed first and foremost to **CREATE MOMENTS THAT MATTER** for all who visit our theaters. We truly believe the remarkable experience of our guests begins with the remarkable experience of our team. We invite you to join this exciting and inclusive atmosphere!

Why Volunteer?

Whether it is a Broadway musical, Ballet or Opera performance, a Rock and Roll Concert or Comedian, each event is truly a unique, life-changing experience. As a member of the Ambassador Corps, you have an opportunity to share your passion for the arts while connecting with diverse people of all ages and backgrounds. You will most likely be the first face our guests encounter and therefore set the tone and expectation for their entire experience.

Who Should Volunteer?

Applicants should be comfortable working with people, be committed to working in a team environment, and dedicated to treating all with dignity and respect.

What are the Minimum Qualifications?

- Ambassadors must be 18 years of age or older
- Must have the ability to provide **BRAVO** customer service
- Strong interpersonal and communication skills
- Ability to work in a fast-paced environment
- Flexible schedule with availability to work matinee, evening, and weekend performances.

Physical Requirements

- Ability to stand for varying periods of time; such requirements to be performed either with or without reasonable accommodations

- Must be able to work on all levels of the theatres (Balcony, Mezzanine, Orchestra)
- Comfortable working around large groups of people
- Ability to perform the following in varying conditions/lighting (dim light, bright light, colorful light, moving lights, haze, and strobe lights)
 - Read digital tickets
 - Climb and navigate stairs
 - Maintain balance while standing/walking

What Opportunities are Available?

We offer a variety of ways for you to get involved. The primary volunteer roles include:

- Performance and Event Usher
- Plaza/Lobby Greeter
- Garage Greeter
- Program Prep

All applicants are trained on our **BRAVO** customer service procedures, ushering duties, and safety advance of each event. Periodic refresher trainings are provided for all.

What is the BRAVO service strategy?

To truly create **MOMENTS THAT MATTER**, we consistently strive to provide our guests with the highest standards of customer service. This is central to our mission, and is brought to life at every performance through our **BRAVO** service strategy.

BODY LANGUAGE is observed through attention to our position, posture, and politeness. This conveys respect while ensuring access and ease of use for all who visit our venues.

READINESS to serve by arriving well-groomed, well-balanced, and well-trained.

AWARENESS of our surroundings at all times in order to anticipate the needs of our guests and fellow team members, while offering an inclusive atmosphere for all.

VALUE comes from delivering knowledge in a timely manner. We celebrate and exhibit our shared corporate values of collaboration and teamwork, diversity and inclusion, ethics and excellence with our team members, clients and guests.

OWN our contribution and purpose at San Diego Theatres by asking questions when we have them, speaking up when we see an issue, and solving problems with empathy and follow through.

Commitment

Volunteers are encouraged to sign up for at least two events per month, with the flexibility to do more if interested! All assignments involve standing for periods of time and working with guests. Ambassador shifts range on average 2.5 to 6 hours per event. For first time volunteers, there will be an orientation prior to your first event, and training shifts to ensure you are well prepared.

Attire

Ambassadors are asked to dress in appropriate attire, described as follows:

- Solid black dress skirt/slacks
- Solid white, collared shirt
- Solid black shoes (No extreme heels)
- Long, dark colored ties of a solid color are optional
- SDT will issue a black vest to be worn during each shift
- Please keep accessories such as scarves and large jewelry to a minimum; facial piercings limited to a small nose stud

What are the Perks of Volunteering?

Volunteering as an Ambassador opens doors to learn more about the performing arts and live events industry, give back through a non-profit, mission-driven organization, and simply be a part of the vibrant arts community in San Diego. Our diverse and passionate Ambassadors play an integral part of the most extraordinary performances in our region. In addition, volunteering offers flexible scheduling, an excellent training program, and much, much more!

BRAVO Stars... Ambassadors are also automatically enrolled in our rewards and recognition program. Volunteers can earn Stars for shifts worked, providing outstanding moments, referrals and more. These are redeemable for an array of items, including merchandise and even show tickets!

If you are interested in volunteering with San Diego Theatres, we welcome you to join our volunteer Ambassador Corps. To join our team, please sign up [here](#).