

Arden Ambassadors Job Description

Arden Ambassadors welcome patrons as a friendly face of the Arden, both in and out of the theatre. Ambassadors have key responsibilities that contribute to the positive experience of audiences. Ambassadors assist House Management in successfully welcoming patrons into the lobby and theatre, answer patron questions, admit patrons into the theatre, distribute programs and direct patrons to their seats. They should be able to answer questions about the theatre, implement theatre policies, and have a high level of familiarity with the Arden's spaces and productions. Overall, Arden Ambassadors are valuable members of the Front of House team and the Arden Community who are ready and willing to pass on their knowledge and share their passion for theater with our patrons.

Main goals of Arden Ambassador program:

- Act as a champion of the Arden, both in and out of the theatre
- Promote a friendly and positive atmosphere with patrons, bridging the gap between audience and staff
 - Chatting and getting to know our patrons, becoming familiar with subscribers
- Assist in daily operations, such as:
 - Greeting and directing patrons in the house
 - Handing out and stocking programs
 - Answering questions and implementing house policies (asking patrons to keep their mask on, not to go under the risers, not to stand on stage, etc.)
 - Resolving minor seating disputes by checking tickets and instructing patrons to re-arrange
 - Identifying points of escalation, and attracting the attention of the House Manager
 - Greeting and directing patrons in the lobby (to the restrooms, to the theatre, to the box office windows, etc.)
 - Scanning tickets to admit patrons into the theatre and using the patron list to resolve minor ticketing issues

Requirements to Volunteer

- A love of theatre
- A friendly disposition and a can-do attitude
- A time commitment of 3-5 hours per shift (1 hour before the start time of the show, the full performance run time, 30 minutes after the performance)
- Be fully vaccinated (2 doses of Pfizer or Moderna, or 1 dose of J&J)
- The ability to stand for at least 1 hour*
- The ability to climb up and down up to 13 riser steps*
- The ability to lift 20lbs boxes of programs*
- Must be at least 16 years old

*If you do not meet these requirements but wish to volunteer at the Arden, please submit your application with a brief note explaining your physical limitations and necessary accommodations

Benefits of being an Arden Ambassador

- Building a deeper relationship with the Arden Theatre Company
- Helping to advance the Arden's mission to bring to life great stories by great storytellers
- Becoming a valued member of the Arden Ambassador team with the opportunity to connect with like-minded individuals in your community
- Complimentary admission to any Arden Theatre Company performance that you volunteer to work