



INDIANAPOLIS SYMPHONY ORCHESTRA

JOB DESCRIPTION

JOB TITLE: Volunteer Engagement Lead (Part-time)

DEPARTMENT: Venue Operations

REPORTS TO: Senior Event Manager

POSITION SUMMARY:

Part time position assisting with volunteer engagement onsite for events at the Hilbert Circle Theatre and Conner Prairie.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Organize and prepare the volunteer check-in for each event prior to volunteer call time.
- Review and implement any notes about volunteers from previous events or as given by the Event Manager.
- Coordinate the volunteer check-in process and communicate position assignments. Adjust volunteer assignments to ensure that all usher positions are staffed.
- Help to communicate and demonstrate volunteer assignments at the Hilbert Circle Theatre and Conner Prairie.
- Routinely check-in with volunteers to ensure customer service expectations are met and house policies are observed.
- Engage with the volunteers before, during, and after the event to ensure a welcoming and positive experience.
- Ensure all onsite volunteer needs are met. This includes, but is not limited to, general event information, water distribution, and specific needs related to the volunteer experience.
- Manage the volunteer check-out process and record thoughts and notes from volunteers' experience.
- Report any notes vital to volunteer and event experience to the Event Manager.
- Assist with additional event needs such as Event Staff duties, concessions, merchandise, patron requests, late arrival seating, accessibility issues, and more.
- Assist Event Manager in response to emergencies when needed.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

High school diploma or GED required. Experience in concert event management or experience volunteering with a performing arts center is preferred. Must be available to work nights, weekends, and select holidays

INTERPERSONAL CONTACTS:

INTERNAL: Frequent contact with volunteer ushers and some contact with all levels of staff employees and musicians.

EXTERNAL: Frequent contact with patrons and event volunteers.

SUPERVISION:

The Volunteer Engagement Lead will receive direct and frequent supervision from the Senior Event Manager, Event Managers, and Vice President of Venue Operations.

SPAN OF SUPERVISION:

The Volunteer Engagement Lead will oversee volunteer ushers during concert hours in conjunction with the Event Manager.

OUR MISSION

To inspire, entertain, educate and challenge through innovative programs and symphonic music performed at the highest artistic level.

OUR VALUES

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission through:

- Outstanding **performance** on and off the stage.
- Extraordinary **service** to both internal and external customers.
- A compassionate workplace built on **trust** and **mutual respect**.
- A culture of **flexibility** and **openness to change**.

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status or any other status protected by law.

**Applications for this position should be sent to
jobs@indianapolissymphony.org.**