

**Playhouse Square**  
**GUEST EXPERIENCE DEPARTMENT**  
**JOB DESCRIPTION**

**JOB TITLE:** Volunteer Administrative Support – Blazers & STARS

**RELATIONSHIP:** Reports to the Volunteer Manager

**GENERAL**

**DESCRIPTION:** Temporary part-time position (Sept – June). Flexible schedule with weekend and evening availability as needed. Hours to fluctuate and will be based on department workload.

**RESPONSIBILITIES:**

1. Represent Playhouse Square in a professional manner at all times. Work with the Volunteers, House Managers and Front of House Manager to insure the Guest Experience is managed efficiently and effectively according to established policy.
2. Provide office/clerical support for Volunteer Manager as needed.
  - a) Retrieval of volunteer messages.
  - b) Make and confirm usher assignments to insure proper staffing.
3. Oversee the RedCoat Blazer Program and the STARS Program
  - a) Work with the Volunteer Manager on organizing a blazer program for the RedCoats to code, distribute, and retrieve blazers and manage blazer contracts and inventory.
  - b) Manage the tracking for the STARS Program, sending out schedules, reminders, and hours notifications monthly.

**QUALIFICATIONS:**

1. Self-motivated with strong organizational skills.
2. Outgoing, people oriented person, with outstanding interpersonal skills.
3. Excellent communication skills, both verbal and written.
4. Knowledge of current PC hardware and software.
5. Evening and weekend availability as needed.

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

UPDATED: August 13, 2019