

**Please sign up for your positions online, or contact me, Xavier Verna, at the Ramsdell
231-398-9770 or xverna@RamsdellTheatre.org**

TICKET OFFICE MANAGER

The ticket office is where tickets are sold to the public for admission to productions in the theatre. Patrons perform their transactions at the countertop, through the box office window. As the ticket office manager, your role is to effectively make ticket transactions and address any patron concerns. Key areas include:

- Greet all patrons with a cheerful welcome
- Manage ticket sales using computer (cash/credit)
- Manage 'Will Call' list
- Troubleshoot computer and ticket dispenser issues
- Be aware and alert management of any public safety concerns

NOTE: This position will require knowledge of PC computers and willingness to learn ticketing software (MyNorthTickets.com).

USHER

As an **usher**, you are an audience aid, working with the ticket collector to support and help patrons find their seats. Key areas include:

- Greet all patrons with a cheerful welcome
- Take tickets
- Assist patrons in finding seats
- Clean venues after showings
- Respond to patrons needs during showings.
- Straighten public areas during shows.
- Clean venue after shows.
- Be aware and alert management of any public safety concerns

CONCESSIONAIRE

As a **concessionaire**, you will serve food and beverages to guest at the concession stand. Key areas include:

- Greet all patrons with a cheerful welcome
- Sales (cash)
- Clean up/set up of concession area
- Reconcile cash/inventory
- Be aware and alert management of any public safety concerns

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VOLUNTEER COORDINATOR

As a **volunteer coordinator**, you will assist the Executive Director in setting up jobs for upcoming events and managing the volunteer list. Key areas include:

- Commit 3-6 hours a week at the Ramsdell
- Adding jobs to the volunteer portal
- Communicating with volunteers via email or phone
- A friendly personality and willingness to lead a committed group of volunteers
- Office space available for volunteer coordinator (work can be done remotely at times)

NOTE: This position will require knowledge of PC computers including an understanding of and willingness to learn:

- Microsoft Office
- Volunteer software

OFFICE ASSISTANT

As an **Office Assistant**, you'll work directly with the Executive Director to provide support in the following areas:

- Commit to 3-6 hours a week of office hours at the Ramsdell
- Office space provided to Administrative volunteer (work can be done remotely at times)
- Updating events on calendar, MyNorthTickets, and Social Media
- Answering phone calls
- Manage box office sales during box office windows (if applicable)

NOTE: This position will require knowledge of PC computers including an understanding of and willingness to learn:

- Microsoft Office
- General graphic design (www.Canva.com)
- Facebook, Twitter, Instagram
- Wordpress (web page developer)
- Ticketing software (MyNorthTickets.com)

MARKETING ASSISTANT

As a **Marketing Assistant**, you will assist the Executive Director in putting together promotional materials and distributing fliers in public areas. Key areas include:

- Commit to 3-6 hours a week of office hours at the Ramsdell
- Present ideas and work directly with Exe. Dir. to promote using digital and printed materials
- Office area provided for Marketing volunteer in box office
- Manage box office sales during box office windows (if applicable)

NOTE: This position will require knowledge of PC computers including an understanding of and willingness to learn:

- Excellent writing and communication skills
- Microsoft Office
- General graphic design (www.Canva.com)
- Facebook, Twitter, Instagram
- Wordpress (web page developer)
- Ticketing software (MyNorthTickets.com)

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CUSTODIAN

As a custodian, you will help in maintaining the public area to meet customer expectations. Key areas include:

- Empty all trash and replace bags (mostly after events)
- Clean and sanitize bathrooms, check for any needed items, paper towels, soap etc... (mostly after events)
- Wash windows and doors on occasion
- Cleaning and polishing the brass rails in the theatre
- Dust and vacuum on occasion
- Move tables/chairs around depending on set up needs
- Be aware and alert management of any public safety concerns

NOTE: This position may require heavy lifting. Carpentry and mechanical skills/knowledge would be a bonus!

LIAISON

As a liaison, your role will be to help oversee LOGISTICS for events that take place at the Ramsdell. These are typically the day of but may require your presence the day before. Key areas include:

- Greeting guests and/or clients as they arrive
- Assisting with needs during SET UPS for special events (rentals like workshops, weddings, private parties)
- Assisting with collecting any necessary paperwork
- Handling cash transactions. Mature liaisons needed.
- Providing necessary support where needed (i.e. moving tables, changing light bulbs, cleaning up if needed, etc)
- Be aware and alert management of any public safety concerns

NOTE: This role may require heavy lifting

AMBASSADOR

As an Ambassador, you'll work directly with the Executive Director to provide support in the following areas:

- Representing the Ramsdell onsite and offsite
- Recruiting people to attend shows or participate in workshops
- Educating the public about the Ramsdell's history

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NOTE: This position will require driving at times

STAGE MANAGER

The responsibilities and duties of **stage management** vary depending on the setting of a production (i.e., rehearsal or performance) and the type of production (e.g., theatre, dance, music). Most broadly, it is the stage manager's responsibility to ensure that the director's artistic choices are realized in actual performance.

Stage Managers will oversee the stagehands through this process.

STAGEHAND

As a **Stagehand**, you will assist in supporting the stage manager, sound/lighting engineer, and artists. This could be as simple as providing one of these key personnel with water, a chair, or help with moving a speaker/microphone, to raising or lowering curtains. This position will require someone with a "can do" attitude, patience, and willingness to lift heavy items.

NOTE: **Stagehands** are encouraged to have some knowledge or willingness to learn multiple disciplines, including rigging, carpentry, stage electrics, stage lighting, audio, video/projection, and props. Most stagehands have a general knowledge of all the phases of a production but tend to develop specialties and focus on specific areas.

TOUR GUIDE

As a **Tour Guide**, you will educate community members and visitors about the Ramsdell's history. Enthusiastic personalities are encouraged! Tours at the Ramsdell are fun, educational, inspiring, and essential to appreciate rich history in Manistee! **Tour guides** must be able to dedicate a significant amount of time learning the history.

NOTE:

- This job will require handling cash transactions. Must be a responsible adult
- This job will require the full knowledge and understanding of the Ramsdell's history
- This job may require significant training time

DOCENT

As a **docent**, you will be responsible for the safety of the artwork displayed at the Ramsdell. Guests will come to you with questions and you should be prepared to answer. You will assist the RRCA in ensuring:

- Guests can safely enter and exit the art gallery (usually Hardy Hall)
- Artwork is not to be touched
- Following any policies as set forth by the artist or collector

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- Art gallery is locked and lights are turned off outside of 'showing' hours