

# Minnesota Jewish Theatre Company

## Volunteer Manual

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# Minnesota Jewish Theatre Company

Telling Stories of Our Common Search for Identity

Dear Volunteer,

Welcome to the Minnesota Jewish Theatre Company (MJTC) Volunteer Program. Dedicated individuals, such as you, help to make MJTC a successful theater. Whether you are an usher or working behind the scenes, your presence, effort, and talent help to set the tone of MJTC for our patrons. MJTC's goal is to create a friendly atmosphere where patrons relax and enjoy the theater.

This manual explains volunteer positions at MJTC as well as MJTC's policies and expectations of volunteers. Please read through this manual carefully and thoroughly. **The volunteer agreement form must be sign and returned before you will be able to volunteer.**

If you have any questions or concerns, please give me a call at 651-647-4315 or email me at [info@mnjewishtheatre.org](mailto:info@mnjewishtheatre.org). I am in the office Monday through Friday, 8:30 am – 4:30 pm.

Thank you for joining MJTC as a volunteer. We look forward to seeing you soon.

Sincerely,

Sarah Rae Helms



# **Volunteer Opportunities**

## **Ushering**

The usher is one of the first people at the theater that patrons will meet when they attend a performance, so it is crucial for ushers to be friendly, patient, and people-oriented. For each performance, MJTC uses one (1) usher. Ushers will be shown the layout of the theater so they can direct patrons toward their seats. The time commitment is approximately three (3) hours per performance. Performances take place weekday evenings and on weekends. No special advanced training is needed. This volunteer opportunity is open to students and adults, ages 15 and older. Other expectations and duties include:

- Going through the house to make sure it is clean prior to the performance
- Stuffing programs
- Verifying tickets
- Helping patrons to their seats

## **Office**

Office volunteers help with MJTC's direct mailings. MJTC does approximately six (6) mailings a year. Office volunteer work might include putting labels on mail piece or stuffing and sealing envelopes.

## **Tech Work**

Tech volunteers assist set designers and lighting designers. Duties can include, but are not limited to:

- Carrying heavy items
- Hanging lights
- Helping to construct sets

# MJTC Policies and Expectations

## Policies

- All volunteers and employees of MJTC are expected to conduct themselves as positive and friendly spokespersons for MJTC, thus ensuring a pleasurable experience for all patrons.
- NO food or beverages are allowed in the theater. This includes water.
- All cell-phones, pagers, beepers, or any other device that can make a noise should be turned off.
- NO cameras or recording devices of any kind are permitted in the theater.
- Aisles need to remain clear at all times.
- No patrons are allowed on stage or in backstage areas.
- Lower door entrance is for handicapped accessibility only.
  - Patrons enter through the upper doors
  - Barbara or Sarah Rae will let you know of patrons that need to enter through the lower doors
- Dress is business casual.
- All ticketing issues should be referred to the box office.
- MJTC encourages young theatergoers. However, it is recommend that children be three (3) years old or older before attending a performance. No one under the age of two (2) is permitted to attend a performance.
- Every person entering the theater must have a ticket.

## **USHER Expectations**

- Ushers are expected to arrive one (1) hour prior to performance time.
  - It is vital that ushers show up on time. There will be a brief pre-show orientation to relay information regarding the performance.
  - **If an usher is late twice (2 times), he/she will automatically be taken off MJTC's volunteer list.**
- Ushers are expected to stay after the performance to help clean-up the house.
  - Any lost and found items should be given to Hillcrest Center staff.
- Ushers will be seated in a plastic chair at the upper door entrance, or if there are available theater seats, on the end of Row F closest to the upper door entrance.
  - Ushers are required to remain in position at all times to ensure the safety and enjoyment of the patrons.
  - Ushers also assist with latecomers and patrons exiting the theater.

## **TECH WORK Expectations**

- Barbara will team up volunteers with designers.
- If at any time a volunteer is uncomfortable with the work they have been assigned, the volunteer should tell the designer.

## **Frequently Asked Questions**

Q. Where are the bathrooms?

- Bathrooms are located across from the information desk on the main level.

Q. Where is the elevator?

- The elevator is located in the rotunda in-between the library and Hillcrest Center entrance.

Q. Is there any compensation for volunteering?

- Office and Tech Work volunteers who work a minimum of 2 hours will receive 1 complimentary ticket. If a volunteer works more than 3 hours he/she will receive 2 complimentary tickets. Ushers see the performance they are working free of charge.

Q. If I am ushering, can I bring a friend to help me and see the show with me?

- At MJTC we use only one usher at a time. You may bring a friend, but that friend will need to purchase a ticket to attend the performance.

# Volunteer Agreement Form

I, the undersigned, do hereby acknowledge that I have received, read, and understand the policies and expectations outlined in the MJTC volunteer manual.

I understand that by signing this agreement I have made a commitment to Minnesota Jewish Theatre Company, and I will fulfill my commitment to work as a volunteer (check one):

- Usher
- Office
- Tech Assistant

I agree to follow the policies and expectations detailed in this manual when working at Minnesota Jewish Theatre Company.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Phone #

\_\_\_\_\_  
E-mail

Please sign and return to:

Sarah Rae Helms  
Minnesota Jewish Theatre Company  
PO BOX 16155  
Saint Paul, MN 55116  
Fax: 651-647-4325  
Email: [info@mnjewishtheatre.org](mailto:info@mnjewishtheatre.org)

**YOU WILL NOT BE PERMITTED TO VOLUNTEER  
UNTIL WE HAVE THIS FORM ON FILE.**

**THANK YOU FOR YOUR COMMITMENT AND BEING A PART OF MJTC!**