

# LOH Volunteer Overview

LOH Volunteer Coordinator: Molly Elsasser (she/her)  
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## TERMINOLOGY:

- Volunteer Coordinator – coordinates volunteer and house manager sign-ups, arrival times, and overall program information.
- House Manager – primary point of contact for volunteers during shows, reports directly to Volunteer Coordinator.
- Volunteer – supports LOH by donating time and energy to help events run smoothly, and reports directly to House Manager during shows.
- Patron – a customer or person attending an event

## GENERAL JOB DESCRIPTION:

LOH Volunteers work under the house manager to:

- Prepare the theater and lobby areas for the performance.
- Answer patron questions in a professional and courteous manner.
- Assist in case of an emergency.
- Restore theater, bathrooms, and lobby areas to the appropriate state of cleanliness.
- Maintain a polite and pleasant attitude with peers, house manager, and patrons.
- Represent LOH in an appropriate manner.

## VOLUNTEER EXPECTATIONS:

- Take responsibility for staying up-to-date on all required volunteer training and knowledge of LOH volunteer procedures and guidelines.
- Maintain an awareness of new and upcoming volunteer opportunities.
- Give a minimum of 48 hours' notice of cancellation.
- Adhere to the dress code for all performances.
- Arrive on time.
- Assist at shows by taking initiative and signing up for show tasks/performing all duties as assigned.
- Treat fellow volunteers, patrons, and house managers with respect.
- Uphold the LOH Volunteer pillars.
- Use the appropriate chain of command to report any issues.

*All volunteers must be able to assist with assigned tasks and have a signed waiver on file.*

