



**2020 Smithsonian Folklife Festival
Venue Manager – Lead Volunteer Position
Job Description**

Must be available: June 24–28, July 1–5, 10:30 AM – 6:00 PM

The Smithsonian Folklife Festival is searching for Venue Managers with front-of-house experience in a theater, music, or performance setting, to serve on site during the 2020 Festival. Venue Managers are friendly, outgoing, committed to customer service, and actively seek out others who need help. Experience in a supervisory capacity is desirable, as well as a sense of pride and ownership over your working environment, and functioning well as part of a team. Candidates should be comfortable working outdoors in the summer, often standing or walking, for eight-hour days.

This is a ten-day Lead Volunteer position that will work as part of our Production Team. Lead Volunteers are paid a stipend for their work. One-day training session required in advance. To apply, please send résumé to Production Manager Sarah Roffman: roffmans@si.edu.

Responsibilities include:

VENUE SERVICES

- Liaise with Stage Managers
- Ensure smooth operation of the audience area of a venue
- Post upcoming schedules for daily performances
- Arrange and reset seating (benches, stools, chairs)
- Sweep dance floor / stage area, if Stage Manager requires support
- Ensure venue is kept neat in appearance, pick up litter, request waste receptacles be swapped out when needed
- Ensure a safe atmosphere is maintained (no tripping hazards)
- Work with other Festival personnel
- Communicate by walkie-talkie radio
- Support site opening and closing procedures each day

AUDIENCE SERVICES

- Ensure guest service is a priority
- Answer questions from the public
- Provide information, directions, and wayfinding to audience members
- Pass out brochures or literature when applicable
- Care for the needs of the audience
- Assist audience members seeking accessibility services
 - Maintain and adjust accessible seating areas, and keep them open and available for those who need them
 - Respond to needs for additional seating
 - Distribute assistive listening receivers upon request
 - Assist accessibility service providers (ASL interpreters, captioners, audio describers, etc.)
- Communicate emergency procedures and guide public to safety during severe weather or emergency situations