



Volunteer Opportunity – Patron Experience Volunteer

Status: Volunteer position (unpaid)

Annual Commitment: Minimum annual commitment of 8 shifts (approx. 4 hours each)

Driven by a passion to serve its audiences in bold and innovative ways, Gateway Theatre enriches the quality of life in Richmond and surrounding communities by creating outstanding artistic programs and serving as a dynamic hub for the performing arts.

Reporting to the Front of House Supervisor, Gateway's volunteers are dedicated, adaptable, and customer-service-oriented individuals who bring a wide range of personal experience and professional knowledge to their role. Volunteers are an integral part of bringing our artistic offerings to our audiences. You'll help set the mood for our venue as our patrons' first point of contact when arriving at the theatre. Our volunteer program would be a great fit for anyone with enthusiasm for and / or experience working or volunteering in the arts. Volunteers will have the opportunity to gain experience valuable to the workplace, including developing skills in customer service, communication, and teamwork.

Duties will include

- Welcoming Gateway's audiences to the theatre
- Ticket-taking and way-finding
- Providing patrons with information about Gateway's programs
- Providing information about attractions, activities, and restaurants in Richmond
- Responding to patron enquiries and conveying questions to the appropriate staff member for follow up as needed
- Delivering exceptional customer service while demonstrating and upholding Gateway Theatre's values and policies
- Representing Gateway Theatre in a professional, welcoming, and inclusive manner

Experience, Qualifications & Attributes

- Fluency in English
- Enthusiasm for the arts
- Cantonese or Mandarin language skills are an asset, but not required
- Strong customer service orientation
- A commitment to serving the community of Richmond
- Ability to take direction and work as part of a team
- Ability to listen to concerns and respond to challenges with creativity and generosity
- At least 16 years of age
- Volunteers will be required to provide proof of double vaccination before their first shift
- Available to attend one of two upcoming training sessions, held on Thursday, February 10th from 2:00 PM to 5:00 PM and Saturday, February 12th from 12:00 PM to 3:00 PM

To Apply

Volunteer applicants must create a profile in Better Impact. Complete the [online application form](#) to apply. For more information about Gateway's volunteer program or for assistance with the online application form, email

Oona Iverson, Patron Services Associate at oiverson@gatewaytheatre.com. To ensure that your application is received in time for our February intake, apply no later than **5pm Monday, January 31st**.