



Dressage at Devon
23 Dorset Road, Devon, PA
Volunteer@DressageatDevon.org

Volunteer Job Description

Customer Service Volunteer

Overview: Welcome to the Dressage at Devon Customer Service Team, front-line volunteers who set the mood and tone for this six-day show. We seek enthusiastic volunteers who share our passion for delivering exceptional service to a diverse community consisting of international judges, show stewards, veterinarians, competitors, sponsors, vendors, guests, and our invaluable team of hard-working volunteers. This is an incredible opportunity for individuals who thrive on helping others while making a meaningful contribution to the show.

What will I do? Several assignment areas available, some depending on day/time

- **Box Office Sales -**
Sell tickets to customers accurately and efficiently using the designated ticketing system. Provide information regarding ticket availability, seating arrangements, and pricing. Assist customers with selecting appropriate seats based on their preferences. Process cash, credit card, or other payment methods accurately and securely. Answer visitor inquiries regarding admission policies, schedules, special events, and any other relevant information. Escalate any issues or concerns raised by visitors to VP of Customer Relations or Box office Manager ensuring prompt resolution or escalation to the appropriate personnel. Ensure the box office area is well organized and presentable. Collaborate with the box office team to reconcile cash and ticket sales at the end of each shift.
- **Will Call Associate -**
As a Will Call (Pre-Purchased tickets) Associate, your primary responsibility will be to organize all will call orders, assist customers with the retrieval of pre-purchased tickets at the designated will call area, and take pre-purchased tickets and file them for individual pick-up. Escalate any issues or concerns raised by visitors to VP of Customer Relations or Box office Manager ensuring prompt resolution.
- **Admissions Attendant -**
Greet visitors in a friendly and welcoming manner, setting a positive tone for their experience. Scan and validate tickets or passes accurately and efficiently using electronic handheld scanners or paper general admission / box tickets whichever is presented. Provide helpful information about the venue, exhibits, shows, or attractions to enhance visitors' understanding and enjoyment. Assist guests in locating amenities, restrooms, and other facilities within the venue. Escalate any issues or concerns raised by guests to VP of Customer Relations or Box office Manager ensuring prompt resolution or escalation to the appropriate personnel.
- **Grandstand Attendant -** Welcome and greet guests with a warm and friendly demeanor, creating a positive first impression of the venue. Assist guests in finding their seats, providing directions to various facilities, such as restrooms, concessions, or exits. Keep a vigilant eye on the audience to identify and address any potential safety issues or disturbances. Collaborate with fellow ushers, security personnel, and venue staff to ensure a smooth operation and efficient event flow. Maintain cleanliness and tidiness in seating areas, ensuring a presentable and inviting environment for guests.

Requirements:

- Excellent interpersonal and communication skills, with the ability to interact with visitors of diverse backgrounds and ages.
- Attention to detail and accuracy in ticket scanning and validation processes.
- Ability to maintain composure in high-pressure situations and in a fast-paced environment.
- Customer service-oriented mindset with a friendly and approachable demeanor.
- Knowledge or willingness to learn about the venue, exhibits, shows, or attractions to provide accurate information to visitors.
- Basic computer literacy skills to operate ticketing or admission systems.
- Min age: 18
- Ability to stand/walk for 4+ hours (there are breaks).
- Dress appropriately for duty to impart a professional and neutral tone. Comfortable shoes, khakis, dress jeans or casual slacks and modest top. Please, no work-out clothes.

Training:

On the job training provided just prior to start of first shift by Box Office Staff or other volunteer. Includes an overview of duties, location of needed items, any safety requirements, and standard procedures.

Work Environment: This is an indoor/outdoor position. Be prepared to work in a wide range of possible weather conditions!

Department: Customer Service – Coordinators: Chris Frey / Amy Carbine
Location: Report to Box Office on Dorset Road
Time Commitment: 4-hour shifts, some flexibility. Hours between 8 am and 8 pm Tuesday -Thursday, 8 am and 9 pm Friday and Saturday