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Don Reinhold
Executive Director

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Frank Moradian*
Edward Nichols
Lawrence E. Wayte
James H. Winter, Ph.D.*

*Deceased

PATRON RELATIONS REPRESENTATIVE VOLUNTEER JOB DESCRIPTION

JOB TITLE

Patron Relations Representative

MAJOR OBJECTIVE

Responsible for providing an exceptional customer service experience for every guest of the Fresno Philharmonic that visits the Saroyan Theatre.

BENEFITS

Patron Relations volunteers enjoy 1 complimentary ticket good for best available seating at every concert worked.

RESPONSIBILITIES (MAY INCLUDE ONE OR MORE OF THE FOLLOWING)

- Passing out Fresno Philharmonic promotional material
- Setting up program book display and passing out programs
- Taking ticket stubs
- Answering general questions regarding the Saroyan Theatre and the concert season

QUALIFICATIONS

- Pleasant and welcoming demeanor
- Ability to stand for 2 hours
- Dependable
- Reliable transportation
- Ability to speak clearly and professionally
- Previous customer service experience is a plus

TIME AND PLACE

We work with your schedule. Commit to as many concerts that your time permits. All concerts are at the Saroyan Theatre.

	Concert Title	Date	Shift Start	Shift End
2011	Opera Extravaganza	Sat. 9/24	5:30p	9:30p
	Opera Extravaganza	Sun. 9/25	12:00p	4:00p
	Oz with Orchestra	Sat. 10/29	12:30p	4:00p
	Oz with Orchestra	Sat. 10/29	6:00p	9:30p
	Family Concert	Sat. 11/19	12:00p	4:00p
	Schubert's Great	Sat. 11/19	5:30p	9:30p
	Schubert's Great	Sun. 11/20	12:00p	4:00p
	Nutcracker & Swan Lake	Sat. 12/17	5:30p	9:30p
	Nutcracker & Swan Lake	Sat. 12/18	12:00p	4:00p

	Concert Title	Date	Shift Start	Shift End
2012	Vondracek & Tchaikovsky	Sat. 1/21	5:30p	9:30p
	Vondracek & Tchaikovsky	Sun. 1/22	12:00p	4:00p
	WICKED Divas	Sat. 2/11	6:00p	9:30p
	The Heartland	Fri. 3/9	6:00p	9:30p
	Club Swing!	Sat. 3/31	6:00p	9:30p
	Carmina Burana	Sat. 4/21	5:30p	9:30p
	Carmina Burana	Sun. 4/22	12:00p	4:00p
	All concerts are held at the Saroyan Theatre – 700 M Street in downtown Fresno, CA.			

TRAINING

This position works under the general supervision of Mary-Frances Semsem, Marketing & Volunteer Director and Laura Bautista, House Manager. A 15-20 minute training will be included at the beginning of each shift.



PATRON RELATIONS REPRESENTATIVE VOLUNTEER JOB APPLICATION

CONTACT INFORMATION

FIRST NAME

LAST NAME

MAILING ADDRESS

PHONE

EMAIL

EMERGENCY CONTACT

EMERGENCY CONTACT PHONE #1

EMERGENCY CONTACT PHONE #2

EDUCATION

HIGH SCHOOL ATTENDED

DID YOU GRADUATE?

COLLEGE ATTENDED

DEGREE & GRADUATION YEAR

COLLEGE ATTENDED

DEGREE & GRADUATION YEAR

CAN YOU READ MUSIC?

DO YOU HAVE A VALID CA DRIVER'S LICENSE?

Please tell us why you want to volunteer & what you hope to gain from the Fresno Philharmonic.

PAST EMPLOYMENT

COMPANY

DURATION

JOB TITLE AND SUMMARY

SUPERVISOR NAME/TITLE

SUPERVISOR EMAIL

COMPANY

DURATION

JOB TITLE AND SUMMARY

SUPERVISOR NAME/TITLE

SUPERVISOR EMAIL

VOLUNTEER EXPERIENCE

LOCATION

DURATION

SUPERVISOR

SUPERVISOR PHONE

SUPERVISOR EMAIL

LOCATION

DURATION

SUPERVISOR

SUPERVISOR PHONE

SUPERVISOR EMAIL

FOR OFFICE USE ONLY

DATE RECEIVED:

DATE ENTERED:

REFERENCE CHECKED:

FEEDBACK:

ABOUT YOU

 FAVORITE COOKIE

 BIRTHDAY (MONTH AND DAY)

 HOBBIES

 BEST LOCAL HANGOUT

 FAVORITE BOOK

 FAVORITE MOVIE

 LANGUAGES SPOKEN

 MICROSOFT OFFICE PROFICIENCY

 TYPING WORDS PER MINUTE

 SPECIALTIES, SKILLS AND INTERESTS

AVAILABILITY

MARK AVAILABILITY	Concert Title	Date	Shift Start	Shift End
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I certify that my answers are true and complete to the best of my knowledge. If this applications leads to my being accepted as a volunteer for the Fresno Philharmonic, I understand that false or misleading information in my application or subsequent interviews may result in my release.

Signature: _____ Date: _____

Submit application to MaryFrances Semsem Marketing & Volunteer Director, by mail: 2377 West Shaw Avenue Suite 101 Fresno, CA 93711, email: msemsem@fresnophil.org, or by fax: 559-261-0700.