



2008 - 2025

Volunteer Handbook

Do you enjoy meeting people?

Are you passionate about the Arts?

Enthusiastic about our Region?

Then this volunteer opportunity is for you!

Volunteer Opportunities Available Days, Evenings, Weekends!

(Also Great for Internships)

Chuck Mathena Center
2 Stafford Common
Princeton, WV 24740

Telephone (304) 425-5128
Fax (304) 431-5460

Greetings from the Chuck Mathena Center!

Thank you for your interest in becoming part of the most important segment of our workforce here at CMC. Think I'm exaggerating? Then I would like for you to imagine something. It is the night of the big show. The band is set up and finished with sound check. Cars are filling up the parking lot and close to a thousand people are starting to gather at the doors, looking in through the glass at the Grand Hall. It's time to open up, but we have a problem. There are no volunteers! We don't have anybody in the Box Office to sell tickets, nobody at Will Call, the Concessions Stand is empty, there is no one to take tickets, and we have no Ushers to show people to their seats. To put it another way: The show cannot go on. Without the dedication, service, and professionalism of our amazing group of volunteers, we quite simply can't open our doors.

This handbook is your introduction into the world of a Chuck Mathena Center volunteer. In it you will find the many roles you may be asked to fill, the policies and practices you will be expected to adhere to, important documents that need to be filled out, and basic information about who we are and why we are here.

Volunteering for any organization is a noble and selfless act. At the Chuck Mathena Center we value the time and effort that you give and we appreciate everything that you do for us. Try as we might, as a part of this program you will not hear these words often enough, but let me take this opportunity now to express our first and last thought about you, our dedicated and trusted volunteers:

Thank You!

Sincerely,

Candace Wilson
Executive Director
Chuck Mathena Center

Terry A. Wells
Volunteer Coordinator
Chuck Mathena Center



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(To be completed for persons under 18 years of age)	

Please return Pages 15 thru 25 to CMC so your application can be filed!

Our Mission:

The mission of the Chuck Mathena Center is to serve the southern West Virginia and southwestern Virginia region by providing the greater community with a venue that offers a variety of cultural, educational, and theatrical events, while also providing the community a forum for gatherings and special functions. The Center is intended to promote a sense of ownership and partnership among all citizens of the community and surrounding area and welcome them by way of a diverse and active programming and event schedule.

The goal of the Chuck Mathena Center is to foster the appreciation of the arts to the underserved sector of the state of West Virginia, and to provide a culturally diverse array of opportunities to all members of the community including our students, senior citizens, and disabled population. This facility is intended to enhance the cultural life of the region, and to have a positive economic impact on the state. It is our sincerest hope that we can utilize the many facets of the community to foster growth not only in the arts, but our community as a whole.

Our History:

Chuck Mathena was born on June 21, 1970, the only child of Charles and Marquetta Mathena. As Chuck grew, so did his love for the performing arts. He was a member of the Princeton Senior High School Madrigals and named to the All-State West Virginia Chorus. After high school, Chuck attended the University of North Carolina at Greensboro.

In March of 1992, less than two months from graduating with honors from the Joseph M Bryan School of Business and Economics at UNCG, Chuck was involved in a fatal automobile accident.

The Chuck Mathena Center is a project of the Charles T. 'Chuck' Mathena II Foundation Inc., the non-profit organization founded in 1992 after Chucks passing. The Foundation originally focused on awarding scholarships to high school seniors. After 7 years, the Foundation looked for something that they could do to benefit the entire community. They decided upon a performing arts center that would bring Chuck's love for the arts to the place he called home. The feasibility study started in 1999, groundbreaking was in 2005, and the CMC opened its doors to the public in July, 2008. The Foundation continues its scholarship work, having given in excess of \$205,000 thus far. To date we have seen visitors from 31 different states, and 10 countries at the CMC.

The Center consists of a 938 seat theatre, a Grand Hall, a Rotunda Gallery that hosts local artwork, a catering kitchen, on-site laundering facilities, Green Room, and over 10 dressing and costume rooms. The Chuck Mathena Center hosts such events in the theatre as concerts, musicals, plays, motivational speakers, and awards presentations. The Grand Hall area can be used for dinners, dances, educational classes, corporate events, parties, and reunions.

The total cost of the CMC was \$12 million, and our region was kind enough to donate nearly \$8 million to our efforts, leaving us short an amount of \$4 million. The Foundation was granted a loan from USDA Rural Development to complete the project, and the Foundation makes monthly loan payments just like anyone purchasing a home or car. Currently the amount of our loan payment makes it necessary for us to depend heavily on the support of our volunteers to complete such tasks as ushering, box office, maintenance, hosting, and general duties.

Job Descriptions:

Performance Jobs:

Ticket Scanners/ Theatre Entry Attendant:

There will be four volunteers with this position; two at each door. One volunteer will be responsible for scanning tickets when the Center opens to the public while the other will be responsible for checking that patrons are not bringing in banned items as well as checking to make sure that patrons are entering through the correct side. CMC Management will cue you to open the door and it should remain closed to the public until that time. When it is time to open the doors, note that no one is allowed through without a ticket or a backstage name badge.

If any ticket is denied, note the reason (if reason states that ticket was scanned “2 seconds ago”, it means that you may have double scanned – allow them to proceed) Otherwise, send them to the box office to determine what the problem is.

No food/drinks/gum, cameras /video cameras, or strollers are allowed into the theatre. All patrons must dispose of or take any unapproved items to the coatroom. If you see someone with any of the above, please smile and be polite (Example “Hi, just a reminder that drinks are not allowed in the theatre, please dispose of it in this garbage can – thank you”)

When the show begins, you will need to remain in or just outside of the theatre breakout area. Anyone who leaves the theatre needs to have their ticket.

Your job is to ensure the show is enjoyed by all patrons and that the performers are not distracted. Therefore, you must remain at your station during the entire performance.

After everyone is inside, please shut down your computer and (with one theatre entry attendant remaining at the entrance) take the laptop, scanner and stand to the appropriate location. Once the show begins, close Breakout entry doors. These must be propped open again at intermission and after the show.

After the show and the audience is leaving, one Odd-Side attendant will assist with Coat-Check (if necessary)

After the show return your name badge to the Volunteer Station and sign out with the Event Supervisor.

Theatre Entry Ushers Responsibilities:

Assist patrons in finding their seats using your flashlight and ensure they are sitting in the correct seat. If a patron is sitting in someone else's seat, ask to see their ticket and show them to their seat. If you notice a patron with food or drinks, politely let them know those items aren't allowed in the theatre. Also check for cameras, video cameras or camera phones.

Before the doors open, check that your area is clear and ready for patrons. After that is completed, come back out to the Grand Hall to assist patrons. Five minutes before the doors open, return to your stations and get ready for patrons to enter the theatre.

Lights will go dim and announcements will begin, shut your theatre door. Remain standing until ushers are acknowledged. During the preannouncement the recording mentions ushers, please shine your flashlight up, then you may be seated.

As an usher, your job is to watch the audience. A perk of your job is seeing the show; however, your first responsibility is to our guests. Make sure that there are no disruptions during the performance. Some performances allow photography and you will be told before the show. If photography is not allowed and patrons are taking pictures, or video even with cell phones, politely tell them to put it away. If guests are talking or making noise, children are crying, etc. politely ask them quiet down. If the guest continues to be disruptive they need to be escorted from the theatre. Signal to security that you need assistance by shining your flashlight in the air. Security will facilitate the removal of the guest. If a security agent is not available, notify a member of the management staff. The patron may be readmitted at management's discretion.

If a guest chooses to leave the theatre during a performance, meet them at the door to open it for them. Follow them into the breakout, closing the door behind you softly. Inform the guest that they will be allowed back into the theatre at an appropriate break so as to cause as little interruption to fellow patrons and the performers. Wait in the breakout just outside your assigned door for their return and open the door at an acceptable break. It is imperative that you remain at the door in case another guest from your row leaves so that you may quietly close the door behind them. As an Usher, you must be on the lookout for when your co-workers are not at their inside posts. When this is the case, it is the responsibility of the Ushers in front of and behind the vacated rows to be sure to maintain order and handle any situation that may arise.

If there is an intermission, prop your assigned door open and assist as needed. When the lights dim for the next act, close your door and continue your duties.

After the show, go through your aisles picking up trash, checking seats for damage, and notifying management of anything that may need attention. There are latex gloves available in the flashlight storage area for your convenience. Please return any lost and found items to CMC management. Put doorstop on the outside of theatre door and make sure it is closed.

Bring your flashlights and name badge back to the Volunteer Station and sign out with the Event Supervisor.

In case of fire, please instruct everyone to remain calm and walk to the nearest exit. Those seated in the house front will exit through the doors at the backstage entrance of the breakout area on their respective sides. Guests in the Balcony will exit through the main theatre breakout entrances and out the side doors. Ensure your three rows are clear and follow them to safety. Please see the House Manager for specific information regarding the evacuation procedure.

Coat Check:

Take guests' coats/jackets/hats, etc. and hang them in our automated closet. The volunteer gives the guest the corresponding tag. Volunteers will remain by the coat check closet to assist any guest that needs to retrieve their belongings, but will be able to enjoy the performance on the in-house monitoring system. After the show, if needed, an odd-side theatre entry attendant will assist with coat check.

Merchandise Sales Responsibilities:

Two or more volunteers will sell the merchandise prior to, during intermission, and after the performance. The artist's representative has a preferred setup to display the merchandise to the best advantage. Always take their lead and assist as requested.

Take inventory of all the merchandise to be sold. You will be given a cash drawer with a starting balance by the CMC House Manager. Keep an informal tally sheet of items sold and the amount collected. After the last patron has left the area, calculate the total sales (cash and credit card) and number of items sold by tally sheet. Compare this against the funds in the cash drawer less the initial amount. Inventory the unsold merchandise and present your figures to the artist's representative and the CMC House manager as they will settle the balance.

Volunteers will be able to enjoy the show via monitors in the Grand Hall. Sell the merchandise with speed and accuracy while providing excellent customer service. Remember that you are not only representing CMC, but the performers as well.

Grand Hall Attendant:

Greet Patrons in the Grand Hall and guide them to the correct theatre door. Ensure the center looks neat. Make sure there is no paper on the floor of the Grand Hall and empty trash when needed. Ensure that the restrooms are tidy. Refill toilet paper and paper towel dispensers, wipe the counter and empty the trash.

If more than one Host/Hostess, one may be asked to make an announcement on the Mic. An example of such an announcement may be:

“Attention Ladies and Gentlemen, It is 5 minutes to Showtime, please make your way into the theatre. All tickets with even numbered seats enter to the right, and all tickets with odd numbered seats enter into the left. Also, as a friendly reminder, food/gum/drinks are not allowed in the theatre. Thank you and enjoy the show”

Volunteers will be able to enjoy the show via monitors in the Grand Hall. After the show, please assist with clean-up/tear-down and return your name badge and Sign out with the Event Supervisor.

Backstage/ Lift Responsibilities:

Ensure that no one is allowed access backstage without a CMC backstage name badge. If anyone says they are “with the band”, deny access until name badge is acquired from CMC Staff. This duty is constant from beginning to end.

Volunteer on Even Numbered side will also operate wheelchair lift if necessary. * Please see management for operation instructions.

Your position is to protect our performers; therefore you must remain at your station during the entire performance.

After the show return your name badge and sign out with the Event Supervisor.

Box Office Responsibilities:

Your duty is to help us sell out! Only get method of payment and patrons’ names in the payment screen, focus on speed and accuracy. Before “processing the order”, confirm which show they are attending, number of seats, pricing amount including ticketing fees and ensure they are aware that the tickets are non-refundable. The box office will remain open until show time or until we are sold out.

Hearing Assistance Devices are available at the Box Office. All who are borrowing the devices will need to show ID and sign the completed form. Instruct them to bring the devices back to your box office so you can document its safe return and give them a return receipt. Additional Training is necessary. See the Box Office Manager about this opportunity.

Will Call:

Your duty is to present tickets to those who ordered over the phone or through the website who requested “will call” tickets. They will need to show their ID or confirmation # and sign the credit card portion which will be in their ticket envelope. Put the Credit Card receipt in the back of the box. Take the time to look at the tickets and help direct patrons to the appropriate side of the theatre to enter from.

If their tickets are not pre-printed, they need to go to the box office. From time to time, a patron will have chosen the "Print Tickets at Home" option and either has forgotten or was unable to print them. These tickets may be printed at the Box Office after showing their ID or confirmation #.

Volunteers will be able to enjoy the show via monitors in the Grand Hall.

After the show, settle with Roger, return your name badge, and Sign out with the Event Supervisor.

CMC Clubhouse Attendant:

Before each show presented by CMC, we offer the option to purchase a VIP experience. One hour before show time, the Rotunda will be open to those who have purchased a Clubhouse ticket. As we must communicate with a caterer as to how many will be in attendance, no clubhouse tickets will be available for purchase or added-on the night of a show. It is the volunteer's responsibility to allow access to only those who have purchased a clubhouse ticket or in some other way are granted access. A checklist of those who are allowed access will be provided for your reference. Also, for those patrons that purchased their Clubhouse ticket either in person, on the phone, or online with the "pick up at Will Call" Option, they should have a colored wristband in their possession. If not, check the list or their theatre tickets as it will say Adult Club or Student Club.

As a benefit, Maestro and Concert Master Levels of membership are allowed free access into the Clubhouse. We ask these members to bring their membership cards with them. If they have not brought it with them, please take their name, let them pass, and immediately notify a staff member to confirm that the person is allowed access.

The Clubhouse is only open before the show (unless otherwise noted). Five Minutes before the show begins, announce that the show will be beginning and remind patrons that food and beverages are not allowed in the theatre and that the Clubhouse will not be accessible during the show or at Intermission. Once the last patron has left, assist breaking down and bring the checklist to the Box Office. Check with the Event Supervisor for additional requirements before signing out.

Concessions:

Volunteers will sell items for the CMC before the show and at intermission. Volunteers are responsible for merchandising items in an appealing manner, maintain proper control of inventory, and provide fast, accurate, and friendly service. You will be given a cash drawer with a starting balance by the CMC House Manager and are responsible for maintaining proper accounting. After Intermission, pack up the merchandise, bring cash box to Box Office/Staff Member, and check with Event Supervisor before signing out.

CMC Volunteer Receptionist:

Shifts are available Monday – Friday from 9am to 5pm

Greets visitors and assist administrative staff with overflow work. Responsibilities will vary depending on the specific needs at the time but some duties will be in areas outlined below.

Phone Duties: Receive incoming calls, route to appropriate party, place calls on behalf of administration. Provide information to callers, relay detailed messages and announce visitors. Handle all inquiries, arrange "callbacks" or set up appointments to protect administration's time, provide detailed information for callbacks, route calls elsewhere as needed, do phone surveys/inquiries as needed.

Office Services: Performs basic clerical tasks and operate office equipment.

Filing: Systematically arranging letters, memoranda, invoices and other indexed documents according to an established system. Sort and distribute mail. Volunteer must be comfortable using a computer for basic word processing, spreadsheet and database program, and internet research assignments.

Imaging: Sorts and prepares documents for imaging correctly and accurately indexes images. Volunteer must be willing to learn document imaging/scanning hardware and software, and creating electronic copies of documents. Strong computer skills required, including experience with Microsoft Office.

Scheduling: Maintain calendar, ascertain which guests/patrons/sales representatives without an appointment require administrative presence, and schedule appointments to maximize administrative time efficiency.

Ticket Sales: Sell tickets to CMC events utilizing the Vendini Ticketing System, maintaining superior customer service and attention to specific practices. Training will be provided. Strong computer skills and accountability while handling money is required.

Customer Service:

- ☐ Proactive communication with patrons via telephone, e-mail, and in person
- ☐ Maintain solid customer relationships by handling questions and concerns with speed and professionalism.
- ☐ Comfortable with troubleshooting customer problems, excellent communication essential.

Volunteer Tour Guides:

Groups or individuals wanting a tour of the *Center*, please call ahead and schedule a tour of the Chuck Mathena Center.

- ☐ Lead group tours through a behind the scenes tour of the Chuck Mathena Center.
- ☐ Tailor tour content to specific group interests and abilities.
- ☐ Research topics related to the history of Chuck Mathena Center, past and future performances, history of our area and other areas of interest, knowledge of overnight accommodations and local restaurants.
- ☐ Serve as greeter and provide both general information about CMC and information to visitors as needed.
- ☐ Ensure visitor safety and CMC security during CMC tours.
- ☐ Perform all other duties as assigned.

Requirements:

- ☐ Experience with public speaking.
- ☐ Ability to relate to groups of varying ages and interest levels
- ☐ Excellent verbal and written communications skills.
- ☐ Patient, positive, polite and professional demeanor.
- ☐ Ability to become First Aid and CPR certified.

Policies:

Uniform Dress Code:

The Chuck Mathena Center requires all volunteers to present a positive and professional appearance, to dress in accordance with set standards, and to display good hygienic and grooming habits. Hair should be neat, clean and be supportive of a positive appearance. Visible tattoos and body piercings/jewelry (with exception to modest ear adornment) are not acceptable.

As a volunteer you will be asked to dress according to one of three different dress codes:

Black and White:

- ☐ Black pants or skirt (knee-length or longer), and an all-white dress shirt/blouse (Jeans and Shorts are not acceptable unless otherwise specified).
- ☐ An all-white blazer or sweater may be worn over your all-white top.
- ☐ Black, soft-soled, comfortable shoes. Must be neat and clean in appearance.

Business Casual:

- ☐ Pants or skirts (knee-length or longer) such as Khakis or other such material that is neat, clean, and hemmed. Jeans, shorts, or athletic wear is not appropriate.
- ☐ Shoes may be comfortable and trendy, but must be clean, neat, and appropriately safe. Athletic shoes are not appropriate.

Casual:

- ☐ Pants may be of any comfortable material, but must be clean and neat. Shorts are not acceptable unless otherwise noted.
- ☐ Shoes may be comfortable and trendy, but must be clean and neat, and appropriately safe.
- ☐ Please remember that casual attire does not mean casual attitude as you are a representative of the Chuck Mathena Center.

Failure to comply with this policy shall result in disciplinary action. Upon the first offense, you will be issued a verbal warning and may be asked to make arrangements to obtain proper attire before resuming your duties for that event. A second offense will result in a written warning and you being asked to obtain the proper attire before resuming your duties for that event. A third offense will result in your removal from the volunteer program. You may be reinstated by completing the volunteer training again. Upon re-training, two additional dress code violations will result in your permanent removal from the volunteer program.

Attendance:

In order to provide our patrons and community with the highest level of service, the Chuck Mathena Center requires a workforce—salaried, contracted, and volunteer—that is capable, professional, and reliable. We work very hard to make sure our patrons' needs are met by properly staffing for each event held at CMC. The Volunteer Coordinator will release a Volunteer Opportunities Schedule with a list of all of the events that require volunteer assistance. As a volunteer, you will choose events that fit both your personal schedule and interest. When you reply that you will work an event, we expect you to be in attendance at the required time, dressed in the appropriate attire, and ready to perform your job duties as assigned.

We fully understand that circumstances can sometimes arise making it impossible for you to fulfill your commitment. However, if you cannot be in attendance you are required to inform us no less than 4 hours before your scheduled arrival time. It is preferred that you inform us 24 hours in advance so that other scheduling arrangements can be made.

Failure to comply with this policy shall result in disciplinary action. A first offense will result in a verbal warning. A second offense will result in a written letter. A third offense will result in your removal from the volunteer program. In order to be reinstated as an active volunteer in good standing, you will need to complete volunteer training again. If after re-training, you have two additional unexcused absences, you will be permanently removed from the program.

Drug and Alcohol:

Alcohol, illegal drugs and other illegal substances are prohibited on company property, and while on duty in the employment or volunteer duties of the CHUCK MATHENA CENTER. Furthermore, employees and volunteers are not permitted to report for duty while under the influence of alcohol, illegal drugs or other illegal substances. Employees or volunteers failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination. Employees and volunteers are required to report any suspicious activity to your immediate supervisor or management.

Sexual Harassment:

It is the CHUCK MATHENA CENTER'S objective to provide a working environment free from discrimination and conduct commonly referred to as sexual harassment.

The E.E.O.C. (Equal Employment Opportunity Commission) has provided a broad definition of sexual harassment. It is general in nature and may not always be clear when evaluating everyday situations. "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.

submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Sexual harassment refers to behavior inappropriate in the workplace because it is offensive, unwelcome behavior which would not occur but for the sex of the offended person. Both sexual harassment, and accusations of sexual harassment, are disrupting to the work environment.

If you or a co-worker experiences what you believe to be sexual harassment or accusations of sexual harassment, you are required to report it promptly to your immediate supervisor. If you experience what you believe to be sexual harassment from your immediate supervisor, you are required to report it to Administration. The CHUCK MATHENA CENTER will investigate any employee, volunteer or guest, regardless of job position when such allegations are made. Based on available information, the CHUCK MATHENA CENTER will take appropriate action and communicate on a need-to-know basis.

Appropriate disciplinary action, up to and including termination or removal will be taken against any individual for sexual harassment charges determined to be valid.

Criminal Convictions:

Criminal convictions are taken seriously at the CHUCK MATHENA CENTER. We reserve the right to disqualify any applicant for employment or volunteerism that has been convicted of a criminal offense.

Furthermore, conviction of a crime may result in an automatic termination. The CHUCK MATHENA CENTER will make every effort to evaluate the nature and circumstances of the conviction. With the safety and well-being of co-workers at stake, convicted employees or volunteers may be subject to appropriate disciplinary action, up to and including termination.

Probation Period:

All volunteers will be on a 'probation period' for the first three months of service. This time period will begin after your first official event. Your immediate supervisor will be responsible for evaluating your performance, aptitude and compatibility with co-workers. At the end of the evaluation period, you may be invited to become a full time volunteer which may entitle you to additional responsibilities or privileges. In the event your evaluation information indicates you do not qualify, your service will be terminated.

Facility & Theatre Policies:

- ❑ No food*, gum*, tobacco, or drinks* in the theatre.
- ❑ Firearms, concealed, open carry, or with permit are not allowed within the Chuck Mathena Center facility. Please leave them home or locked in your vehicle when visiting the Chuck Mathena Center.
- ❑ Photography, audio recording, or videotaping is not permitted, unless otherwise stated in program brochures or in curtain speech.
- ❑ Inappropriate activities of any nature, including drug use are prohibited on CMC property.
- ❑ Tobacco products are permitted at outside designated areas only.
- ❑ Arriving late disrupts the audience and the artists—CMC ushers will seat you at an appropriate intermission.
- ❑ Please silence cell phones, etc.
- ❑ Remain seated once show begins, avoid disrupting audience and artists. Disruptive patrons are asked to move to the Grand Hall.
- ❑ Regardless of age—everyone must have a ticket. Note: Some CMC performances do not permit children less than 3 years old (please see schedule).
- ❑ Family Friendly Shows: Children are to remain seated and attentive, not disturbing audience or artists. When infants/toddlers are present at a performance the following applies: *strollers**, *seat carriers**, *snacks**, *candy**, *bottles**, and *Sippy cups** are not allowed inside the theatre. Nursing Mothers: will find comfortable chairs in the ladies rooms for feeding infants.
- ❑ FREE Coat Check in Grand Hall
- ❑ *Permitted in the Grand Hall
- ❑ These theatre policies apply to everyone 0 – 100 years of age...

GENERAL VOLUNTEER INSTRUCTIONS

ALWAYS

1. Smile
2. Address patrons with ma'am or sir.
3. Be professional and pleasant.
4. Be punctual and responsible.
5. Be appropriate and flexible.
6. Offer patron assistance.
7. Respect ALL information as confidential
8. Adhere to CMC Volunteer Dress Code
9. Find an answer to patron's questions.
10. When in doubt, ask for help.
11. Follow Volunteer Guidelines
12. Ask Questions.
13. Work the hours you are scheduled.
14. Report back to your assigned work area after an errand/task is completed.
15. Address issues with your director or supervisor.

NEVER

1. Use tobacco products, alcohol and drugs
2. Eat or Drink anywhere but in the Kitchen
3. Chew gum.
4. Wear Strong Fragrances
5. Leave your assignment without adequate relief/coverage.
6. Discuss personal or work problems with other volunteers, visitors, patrons, artists, and staff.
7. Gossip
8. Use foul language.
9. Participate in negative conversations.
10. Bring cell phones, valuables, etc. into the building.
11. Get angry with a visitor or patron.
12. Make promises or commitments you cannot keep.
13. Give out your address or telephone number to a patron.
14. Tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a patron, peer or representative of CMC.

Please complete and return Pages 15 thru 25 to CMC so your application can be filed!

Chuck Mathena Center
2 Stafford Common
Princeton, WV 24740

Attn: Volunteer Coordinator
(304) 425-5128

Volunteer Application

**Chuck Mathena Center
Princeton West Virginia**

CHUCK MATHENA CENTER VOLUNTEER APPLICATION

(Please Print)

Date: _____ **Email:** _____

First Name: _____ **Last Name:** _____

Address: _____ **City/State/Zip:** _____

Telephone No: _____ **Cell Phone No:** _____ **Work:** _____

***Must be 16 or older. If under 18, parent/guardian is required to fill out and return Minor Volunteer Service Agreement Form.**

Are you interested in volunteering? (Circle One) **Daily** **Weekly** **Monthly** **Occasionally**

If Daily or Weekly, list hours available:

Mon _____ **Tue** _____ **Wed** _____ **Thurs** _____ **Fri** _____ **Sat** _____ **Sun** _____

If Monthly or Occasionally please specify.

List previous/current volunteer experience:

Are you a US Citizen? If No Please Explain: (Circle One) **Yes** **No**

Have you ever been convicted of a Felony? If Yes Please Explain: (Circle One) **Yes** **No**

**What limitations, if any, do you have that may prevent you from performing any particular task?
(Example: Vision or Hearing impairment/ Needs barrier free access):**

Emergency Contact Information: *(Please Print)*

(Please List One or More)

First Name: _____ **Last Name:** _____

Address: _____ **City/State/Zip:** _____

Telephone Numbers: **Home Phone No.** _____

Cell Phone No: _____

Business Phone No. _____

First Name: _____ **Last Name:** _____

Address: _____ **City/State/Zip:** _____

Telephone Numbers: **Home Phone No.** _____

Cell Phone No: _____

Business Phone No. _____

First Name: _____ **Last Name:** _____

Address: _____ **City/State/Zip:** _____

Telephone Numbers: **Home Phone No.** _____

Cell Phone No: _____

Business Phone No. _____

Signature

Date



Name: _____
(Please Print)

Please take a few short minutes to answer the questions below and add additional comments or suggestions.

1. Please mark your normal availability (I Understand it may vary):

<input type="checkbox"/>	During Business Hours (Mon-Fri 9am-5pm)	Weekend Days	<input type="checkbox"/>
<input type="checkbox"/>	Weeknights	Weekend Evenings	<input type="checkbox"/>

2. Please circle one: I prefer to receive monthly volunteer opportunities via: *Email* *Mail*

3. Please mark positions that interest you:

Volunteering during performances

<input type="checkbox"/>	Box Office (Sell Tickets)
<input type="checkbox"/>	Ticket Scanner (Scan Tickets or hand out programs, inform of prohibited items in theatre)
<input type="checkbox"/>	Usher (Help guests find their seats in theatre, monitor audience during show)
<input type="checkbox"/>	Will Call (Ticket Pick-up Station)
<input type="checkbox"/>	Backstage Assistant/Hospitality (Serve artists during pre-show dinner-refill drinks etc)
<input type="checkbox"/>	Merchandise (Sell artist or CMC merchandise (t-shirts, cds etc)
<input type="checkbox"/>	Coat Room Attendant (Accept coats and return them after performance)
<input type="checkbox"/>	Grand Hall Attendant (Greet guests & make sure Hall and restrooms look orderly)
<input type="checkbox"/>	Stage Crew (loading & unloading (lifting) performers' equipment the morning of & after a show)

Volunteering during Rental (Dinners, Business Meetings, Weddings, etc.)

<input type="checkbox"/>	Staff Support (Assist Staff with guest service throughout rental)
<input type="checkbox"/>	Bar Assistant (Handle Cash if cash bar or mark drinks sold on tally sheet if host bar)
<input type="checkbox"/>	Coat Room Attendant (Accept coats and return them after event)

Daily Volunteer Opportunities

<input type="checkbox"/>	Box Office (Sell Tickets, answer phone, greet guest)
<input type="checkbox"/>	Tour Guide (Give 15 minute tours tp tourist/guest)
<input type="checkbox"/>	Marketing Support (Fold, cut, insert programs, etc.)
<input type="checkbox"/>	Marketing Distribution (Deliver poster/flyers to destination in your area – mileage paid)

4. Are you comfortable handling money? (Circle One) Yes No

5. Are you willing to volunteer when alcohol is served? (Circle One) Yes No

6. Do you have any limitations (ex: standing, climbing stairs)? If yes, please explain: (Circle One) Yes No

7. Are you interested in working from home (volunteer recruitment, and/or research)? (Circle One) Yes No

8. How to Volunteer for an event at the Center.

A letter is sent to the active volunteers each month listing all activities planned for the month by the Chuck Mathena Center. A list is included in the letter of all events where volunteers are needed by the Center. If a volunteer is interest in volunteering for one or more event on the list they can do so by calling (304-425-5128) or emailing (terry@cmcwv.org) the Center.

Additional Comments/Suggestions, don't be shy.



Conflict of Interest Disclosure & Confidentiality Statement

During the time that I serve on the Programming Committee, Board of Governors, Board of Directors or am employed, salaried, contracted or volunteer at the Chuck Mathena Center / Charles T. 'Chuck' Mathena II Foundation, Inc., I realize that I will gain access to information that is considered to be confidential and/or proprietary. Such information includes but is not limited to the following:

Technical and business information relating to proprietary ideas, patentable ideas, copyrights and/or trade secrets, existing and/or contemplated products and services, software, schematics, research and development, production, costs, profit and margin information, finances and financial projections, customers, clients, marketing, current or future business plans and models, proposals, programming considerations, fund-raising, sponsorships, performance contracts, creative license, future events, dates, and conditions thereof.

Since confidential and proprietary information is crucial to the operation of the Chuck Mathena Center, and because the Chuck Mathena Center, in some instances, has the obligation to protect such information, I agree that I will not use, publish, or disclose such information during or subsequent to my employment or participation, and that I will preserve the restricted nature of this information except to the extent that it becomes publicly available.

This Agreement shall not be construed as creating, conveying, transferring, granting or conferring upon the undersigned, any rights, license or authority in or to the information provided, except for the limited right to use this information for the benefit of the Chuck Mathena Center in my position as an employee or volunteer.

Additionally, as an employee or volunteer, I realize that I have an obligation to disclose and eliminate (if necessary) any potential or actual duality of interest or conflict of interest. ***Below, I have listed all community organizations, non-profit corporations or charitable programs that I or members of my immediate family have a relationship with.*** The term 'relationship' means financial (donations of more than \$100), employment (full-time, part-time, volunteer, consultant, or contractor) or fiduciary (Board member or officer).

- _____ • _____
- _____ • _____
- _____ • _____
- _____ • _____

If there is a breach, or threatened breach, of any provision of this Agreement, it is agreed and understood that the Chuck Mathena Center shall have no adequate remedy in money or other damages and accordingly shall be entitled to injunctive relief; provided however, no specification in this Agreement of any particular remedy shall be construed as a waiver or prohibition of any other remedies provided by law, in the event of a breach or threatened breach of this Agreement. Furthermore, I understand that under law of the State of West Virginia, I have been placed in a position of trust, and owe fiduciary duty to the Chuck Mathena Center / Charles T. 'Chuck' Mathena II Foundation, Inc.

This Agreement is made under and shall be construed according to the laws of the State of West Virginia. In the event that this agreement is breached, any and all disputes must be settled in a court of competent jurisdiction in the State of West Virginia.

If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

I hereby certify that I have read, reviewed, understand and agree to the policies as described in this statement, with respect to confidential information and conflict of interest, and that the information given in this statement is complete and accurate to the best of my knowledge.

Signature

Printed Name

Date:

- _____ Employee
- _____ Volunteer
- _____ Intern
- _____ CTMII Board of Directors
- _____ CMC Board of Governors
- _____ CMC Programming Committee

Chuck Mathena Center Waiver

I certify that to the best of my knowledge, I have given true, accurate and complete information in the Chuck Mathena Center's Volunteer Application. I understand that any false information or omission may be grounds for rejection of my application or volunteer status. I understand that if I am offered volunteer status, I will be required to produce original documents verifying my identity and authorization to work in the United States in compliance with federal law.

I authorize previous employers, educational institutions, professional licensing boards, and others to provide any information including otherwise confidential or privileged information, requested by the Chuck Mathena Center in this evaluation and verification of this application and of my credentials and qualifications for volunteer status.

I understand that if and when I volunteer to do maintenance or other general work at the Chuck Mathena Center, I will not be covered under Workers Compensation. I agree to work safely and use any equipment in the intended manner and consistent with all safety regulations. I agree not to do any activities that I feel are unsafe or might be too strenuous for me. In the event that any equipment breaks down, I will not attempt to repair the equipment. I will report the breakdown to CMC's volunteer coordinator or Candace Wilson, Executive Director.

I assume all risks of injury whatsoever and hold harmless the Chuck Mathena Center and the Chuck Mathena Foundation from claim(s) of any nature arising from any activity, including transportation, connected with the Chuck Mathena Center facility or programs. This hold harmless agreement includes, but is not limited to, any claim due to injury proximately resulting from negligence of the Chuck Mathena Center or the Chuck Mathena Foundation.

Volunteer Signature

Date

CMC Staff Signature

Date

Minor Volunteer Service Agreement

(To be completed only if applicable is a minor, a person under 18 years of age.)

I, _____, acknowledge that I am volunteering my services at Chuck Mathena Center and will not be compensated for my work. I understand that the performing arts center (especially the theatre) is a dangerous place and injury or death could occur; I will perform my volunteer activities in a responsible manner.

Thank you for volunteering at Chuck Mathena Center!

My **ONE-TIME** volunteer service will commence on _____ and end on _____.

OR

My **ONGOING** volunteer services will commence on _____. If I decide to discontinue volunteer service, I will notify the Chuck Mathena Center.

During performances/events, please leave belongings at home or in your vehicle*

During daily volunteer opportunities, bring a water bottle and/or snack if you anticipate you might need it. All students who volunteer at CMC will receive community service hours, so please remember to sign in and out.

All volunteers are to notify CMC in advance of her/his availability and contact CMC when she/he is unable to fulfill previous commitments.

Please complete and return this form before you agree to volunteer or fax it to (304) 431-5460. Parents will be contacted upon receipt of Permission Form to confirm authenticity of agreement.

Thanks again!

Location: Chuck Mathena Center 2 Stafford Commons Princeton, WV 24740
(304) 425-5128

Dated this _____ day of _____, 20_____.

Signature of Volunteer _____.

(Parent or guardian must also sign waiver below)

I, certify that I am the parent or legal guardian of _____, age _____, the above stated minor, and I agree that this minor shall abide by all CMC policies and procedures. I acknowledge that stated minor is volunteering their services and will not be compensated for their work. I hereby assume all risk of liability of this minor's actions while volunteering. I also waive any right of recovery for myself from which I may benefit, to bring suit against the Chuck Mathena Center and their staff and volunteers, holding them harmless from any and all claims for personal injury, loss, death, damage, or other consequences to this minor from the minor's volunteer activities; except for injuries and damages caused by the sole negligence of the Chuck Mathena Center. I understand that the performing arts center (especially the theatre) is a dangerous place and injury or death could occur. The stated minor has my permission to volunteer at CMC and to receive treatment for an injury or illness in case of emergency.

Parent/Legal Guardian Signature: _____ Date: _____.

Printed Name of Parent or Legal Guardian Signing Above _____.

I can be reached at (____) _____ or (____) _____.

Emergency contact names and numbers: _____

Name _____ Phone Number: _____

Name _____ Phone Number: _____

Please list any allergies, health conditions, or medications we need to be aware of in the event of a health emergency.

Allergies: _____

Health conditions: _____

Medications: _____