



VOLUNTEER FRONT OF HOUSE FAQ'S

Becoming a volunteer is a great way to help support Pittsburgh Public Theater and, in return, get a chance to see productions for free! We depend on volunteers to ensure that our patrons have a great experience from the moment they walk through the theater doors. Please review the new volunteer opportunities below for the 2023-2024 season and [click to submit your interest form today](#).

Q: Do I need any special experience to become a Front of House Volunteer?

A: No! We are looking for outgoing and friendly people who can help ensure our guests have a wonderful experience. Previous experience with cash handling/point of sale credit processing (such as a Square Reader) is helpful, but not required.

Q: What is the time commitment for the Volunteer Program?

A: By participating in the Volunteer Program, you are committing to five dates throughout the season — once for each of our five productions — on a schedule determined prior to the start of each season, which generally runs from September through June. [Click to view this year's schedule](#).

Q: What if I can't make a commitment to work the entire season?

A: If you can't make a commitment for the whole season, we'd still like to hear from you! Although we prefer to schedule volunteers who can fully commit to the season, we might be able to use you to fill in for current volunteers who are unable to complete their scheduled assignments, or for other occasions that pop up throughout the year.

Q: What volunteer roles are available?

A: The following roles are now available for volunteers:

- **Main Entrance Ticket Scanning** –Using handheld scanners, volunteers will welcome guests at the main entrance, scan their tickets, and direct guests in the appropriate direction.
- **Gift Shop** – Volunteers will interact with shoppers, maintain the shop display, and process payments.
- **Coat Room** – Volunteers will check coats or belongings for patrons at the coat check.

Q: What if I want to work some roles and not others? Do I get to choose which role I do?

A: We will do our best to match volunteers with roles they are most comfortable with, but we ask that you have an open mind, flexibility, and willingness to move positions as necessary.

Q: Do I have to work during intermission or once the show is over?

All volunteers are needed prior to the show, but only select roles are required during intermission (if there is one). Please be prepared to make a timely exit from the theater back to your assigned station once intermission begins. You are free to leave the theater at the conclusion of the performance.

Q: Can I volunteer with a partner/spouse/friend as a Front of House Volunteer?

A: We will make every effort to schedule you on the same shift with a partner/spouse/friend, but we cannot guarantee that you will be able to perform roles side-by-side. Select roles only require one person. Once your assigned job is over, you are welcome to watch the show together. Also, individual volunteers are always welcome!

Q: My friends are Volunteer Ushers/I was a previous Volunteer Usher and I would like to come back to usher, specifically. Will I be able to usher instead of being a Front of House volunteer?

A: Our Volunteer Usher roles are currently filled; however, if you are not interested in trying a different position, we will contact you when we have open spots to fill on our usher roster. [Please indicate on the interest form](#) if you only want to volunteer as an usher and you will be added to that waitlist.

Q: Where can I find additional details about the Volunteer Program?

A: We ask that any prospective volunteers review the Volunteer Program Handbook (which can be found at www.ppt.org/volunteer) before making a commitment to the program, so you are aware of all the expectations. It includes important details on the program, including minimum time commitment, attendance policy, dress code, parking and transportation options, service and conduct expectations, and more.

Q: I'm interested in volunteering! What are the next steps?

A: If you are ready to volunteer, [please click to fill out our online interest form](#) to provide more details. We will contact you regarding availability and scheduling once the form is submitted. If we are at capacity at the time of your submission, we will add you to our waitlist for future opportunities.

If you have any questions not covered here or in the Volunteer Program Handbook (located at www.ppt.org/volunteer), please contact House Manager Jamie Dawson at jdawson@ppt.org. Thank you for your interest in the Volunteer Program, and we hope to see you soon at the Pittsburgh Public Theater!