Smithsonian Folklife Festival 2022
Venue Manager – Lead Volunteer Position
Job Description

Must be available:
June 22–26 | June 30–July 4
10:30 a.m. – 6 p.m.

The Smithsonian Folklife Festival is searching for venue managers with front-of-house experience in a theater, music, or performance setting to serve on site during the 2022 Festival. Venue managers are friendly, outgoing, and committed to customer service. They actively seek out others who need help and function well as part of a team. Experience in a supervisory capacity is desirable, as well as a sense of pride and ownership over your working environment. Candidates should be comfortable working outdoors in the summer, often standing or walking, for eight-hour days.

This is a ten-day lead volunteer position, that will work as part of our production team. Lead volunteers are paid a stipend for their work. One-day training session required in advance. To apply, please send résumé to production manager Sarah Roffman (RoffmanS@si.edu) by April 8.

Responsibilities include:

VENUE SERVICES
- Liaise with stage managers
- Ensure smooth operation of the audience area of a venue
- Post upcoming schedules for daily performances
- Arrange and resettle benches, stools, chairs
- Sweep dance floor/stage area if stage manager requires support
- Ensure venue is kept neat in appearance, pick up litter, request waste receptables be swapped out when needed
- Ensure a safe atmosphere is maintained (no tripping hazards)
- Work with other Festival personnel
- Communicate by walkie-talkie radio
- Support site opening and closing procedures each day

AUDIENCE SERVICES
- Ensure customer service is a priority
- Answer questions from the public
- Provide information, directions, and wayfinding to audience members
- Pass out brochures or literature when applicable
- Care for the needs of the audience
- Assist audience members seeking accessibility services
  - Maintain and adjust accessible seating areas, and keep them open and available for those who need them
  - Respond to needs for additional seating
  - Distribute assistive listening receivers upon request
  - Assist accessibility service providers (ASL interpreters, captioners, audio describers, etc.)
- Communicate emergency procedures and guides public to safety during severe weather or emergency situations