



Volunteer Coordinator

The Volunteer Coordinator's role is to serve the volunteers as they serve our community by ensuring all program initiatives run smoothly, expectations are communicated clearly, and appreciation is expressed regularly. Additionally, the Volunteer Coordinator's goal is to cultivate an atmosphere where volunteers are continually empowered and equipped in their service and feel appreciated for their service.

The position reports directly to the Event Manager within the Audience & Event Service Department and works collaboratively with the DPAC team including Production, Management, Marketing, Operations, and Ticketing team.

About DPAC

Since its opening in 2008, DPAC (Durham Performing Arts Center) has become the center for live entertainment in North Carolina. Recognized for its contemporary design, DPAC features 2,700 seats, intimate sightlines, and state-of-the-art sound and video.

Ranked annually among the top-five theaters in America by three leading national magazines that cover live entertainment events and venues, in 2020 DPAC was among ten U.S. venues nominated for Theatre of the Decade by Pollstar Magazine.

With a mission of presenting one-of-a-kind live entertainment events, DPAC truly has "something for everyone," hosting up to 550,000 guests per year to its 200 to 250 performances. Each season, the stage at DPAC comes alive with spectacular touring Broadway productions, high-profile concert and comedy events, family shows and special events of all kinds.

Owned by the City of Durham and operated under the direction of Nederlander and Professional Facilities Management (PFM), since 2011 DPAC has been listed as the #1 performing arts organization in the region by the Triangle Business Journal.



Responsibilities include but are not limited to:

- Regular communication with volunteers by email and in person.
 - Address volunteer questions and concerns proactively and in a professional manner.
 - Engage with volunteers during their shifts.
- Manage a rolling calendar of training dates, shift requirements, and appreciation events.
 - Build and publish monthly schedule through online scheduling tool.
 - Track and respond to volunteer requests to trade, drop, or pick up shifts.
 - Generate sign-in sheets and security lists for all shows.
 - Maintain record of volunteers' attendance at the shows.
 - Organize monthly ticket trade.
- Recruitment, onboarding, and training of new volunteers.
 - Participate in recruitment efforts, such as attending job fairs, Open House, online advertising, and other campaigning initiatives.
 - Update training resources, both in-person training and supplementary online training.
 - Maintain volunteer handbook.
- Plan and execute all volunteer appreciation events and initiatives.
- Collaborate with the Community Engagement team on community volunteer programs, such as the Performing Arts Ambassadors.
- Availability to work pre-show event hours on a consistent basis.
 - *Example schedule:*
 - Broadway, 4 shows
 - On-Site Office hours, 4 days
 - One-nighter week, 3 shows
 - On-Site Office Hours, 3 days + 1 Remote Day
- Attend training and staff appreciation events.

*Please note this position is part-time, averaging between 25-30 hours per week.

Compensation: \$18.75/hour

DPAC | CELEBRATE LIVE

123 Vivian Street | Durham, North Carolina 27701 | Phone: (919) 688-3722 | DPACnc.com



Diversity, Equity, and Inclusion

DPAC is committed to a workplace where everyone is free from bias, prejudice, discrimination, and harassment. The organization strives to ensure a welcoming work environment where everyone belongs and is valued, encouraged & respected for their unique contributions. We are focused on building a culture that acknowledges and values Diversity, Equity, and Inclusion.

To Apply

Candidates should send a cover letter, resume, and references to:

Bridget Sagolla-Slamp

Audience Services Manager

Bsagolla-slamp@dpacnc.com

Claire Myers

Director of Audience & Event Services

Camyers@dpacnc.com