

Our Mission

The Saugatuck Center for the Arts (SCA) connects people, sparks conversation, and builds community through a bold mix of entertaining, educational, and inspiring creative experiences.

What We Do

The SCA is a non-profit arts and cultural organization serving West Michigan's lakeshore community. We offer year-round live performances, classes and workshops for adults and children, outreach programs, festivals, exhibitions, summer Markets, and professional theatre in the summer. The SCA is also a rental facility for weddings, receptions, meetings, and more.

Who We're Looking For

Our Volunteers play a key role in offering the highest levels of customer service to SCA guests and are part of the SCA team, representing our brand and mission. Volunteers are often the first point of contact for guests, setting the tone for the event. Volunteers bring energy, positivity, flexibility, outstanding communication and customer service to their role. We are looking for dynamic volunteers who enjoy creating a welcoming experience for our guests and who share our values:

SCA Me - How I Show Up

These Values serve as guideposts for how I conduct myself each and every day. I bring ...

- Authenticity
- Honesty + Reliability
- Humility
- A Growth Mindset (failure is a springboard for growth; thrive on challenge)

SCA We - How We Treat Each Other

These Values describe how we interact with each other and win as a Team.

- Teamwork: commitment to collaboration; balancing me & we.
- Integrity: we do what we say we're going to do, when we say we're going to do it. When we know we won't be able to do it, we take accountability.
- Respect: we suspend judgment & meeting others where they are at.

SCA - How the Organization Succeeds

These Values convey how we all succeed together. The SCA ...



- Celebrates and channels creativity in all of its forms
- Reflects the community's interests (in tune, not prescriptive)
- Values flexibility and being nimble
- Works to make creative experiences available for everybody (casting a wider net)

Volunteer duties and responsibilities include, but are not limited to:

Volunteers work alongside the rest of the SCA team to create outstanding experiences for guests.

Volunteers ensure a high quality, safe, wholly memorable experience for guests and performers by 1) coming to events on time, prepared through training and ready to troubleshoot; 2) greeting guests and answering questions; 3) handling issues during events; 4) ensuring our guests had an enjoyable event; and 5) helping clean up the venue. Volunteers must be able to solve problems and work quickly, meet the physical requirements of specific roles, and stay through the entire event volunteer shift to assist with cleanup.

Customer service is our top priority, and volunteers may expect regular feedback from the Volunteer Coordinator. Volunteers work with the Volunteer Coordinator, Event Assistants, and the SCA staff to help execute events by:

- Checking-in with Event Assistants at the beginning of each shift (event training) and reporting to Event Assistants throughout the event. Involving Event Assistants and Staff as needed to resolve guest issues and concerns.
- Remaining flexible in role assignment; ability to take direction, exercise good judgment, and adapt to event needs.
- Welcoming guests with a greeting and a smile.
- Answering general questions about the event & the SCA.
- Watching for camera usage during events where no photography or videography is allowed.
- Reminding guests of event requirements in a friendly and professional way.
- Cleaning up at the end of events.
- Being willing and able to act as the first response in a medical emergency (staying with the patron, calling 911 & reporting to Event Assistant, leading emergency personnel from outside to inside building, leading emergency personnel from inside building to patron).

REQUIRED

- Must possess strong interpersonal skills, and be able to interact with staff, guests and performers in a professional, friendly manner.
- Outstanding customer service skills & a positive, calm attitude.
- Ability to work well with others and be a team player.
- Ability to follow written and verbal directions and accept feedback from managers.
- Attendance at annual training sessions (rules, regulations, customer service).
- Must have access to email for volunteer sign up & communication.
- Must submit to a background check, a general volunteer agreement, and the volunteer handbook.
- Must be 18 or older to apply.



PREFERRED

- First Aid/CPR/AED certification desirable.

VOLUNTEER ROLES AND SPECIFIC RESPONSIBILITIES & REQUIREMENTS

NOTE: You will indicate which Roles you can perform during Volunteer Training and you will be assigned roles shortly before or upon arrival to the Event based on which Roles you've indicated your ability to perform.

- **GREETER**
 - Welcoming all guests, and directing patrons with a smile
 - Being familiar with locations of bar and event check-in procedures to assist patrons
 - Communicating any event attendance requirements (depending on current health and safety protocols) as applicable
 - Restricting outside food/beverage/weapons
 - Distributing wrist-bands (when applicable)
 - Post-event facility clean up
- **USHER/SCANNER**
 - Scanning tickets (high level of comfort with technology)
 - Prep programs/playbills before each performance and distributing materials
 - Assist patrons with seating as necessary and familiarity with seating arrangements
 - Checking for wrist-bands (when applicable)
 - Working quickly and standing for long periods of time
 - Post-event facility clean up
- **CHECK-IN/MERCHANDISE & MARKETING**
 - High level of comfort with technology to input or retrieve guest information
 - Payment handling experience
 - Familiarizing oneself with event performers and available merchandise
 - Reading detailed guest lists & verifying names via ID while working quickly
 - Distributing & checking for wrist-bands (when applicable)
 - Post-event facility clean up
- **EVENT PREPARATION**
 - Prepping goodie bags
 - Event decoration and setup
 - Installing event signage (markets and outdoor events) around town/Campus
 - Retrieving event signage post-event
 - Pre-event cleanup and setup
 - Post-event cleanup
- **FLOATER/RUNNER**



- Checking trashes at SCA and Coghlin Park, bussing trash on tables at SCA
- Restocking the bar with ice
- Crowd control during large outside events (providing directions, knowing event campus)
- Security at large indoor events
- Traffic control/parking assistance
- Ability to stand for long periods and capable of lifting 25 lbs
- Post-event facility clean up
- **COMMUNITY ART PROJECTS & INSTALLATION**
 - Painting and construction experience
 - Comfortable with power tools and heavy lifting
 - *Optional:* Have a large vehicle and willing to transport supplies and/or have a large storage space (barn, etc.) and willing to house supplies
- **ARTS EDUCATION: CLASSES & CAMPS**
 - Assist instructional staff with prep, set-up, and clean-up of art supplies
 - Work with children to assist with the creation of art projects
 - Help with classroom management and implementing art studio procedures
 - Ability to stand for long periods of time and previous experience working with children
 - Ability to take direction, exercise good judgment, and adapt to class needs

REPORTS TO: Volunteers report to the Volunteer Coordinator and to the Event Assistants and SCA Staff during events.

COMMITMENT: Availability nights & weekends. Sign-ups are managed within the "Sign Up Genius" Website

COMPENSATION: Unpaid volunteer