

## FRONT OF HOUSE VOLUNTEER

Organisation: The SUBSTATION

Position: Volunteer

Location: 1 Market Street  
Newport VIC 3015

Hours: Minimum 3–4 hours a fortnight  
Gallery hours :  
11am–5pm, Tuesday–Saturday

### POSITION DESCRIPTION

The SUBSTATION is on the look-out for Volunteers who are enthusiastic and dedicated to the promotion of visual and performing arts in its myriad forms. Front of House Volunteers play an active role in the day-to-day operation of The SUBSTATION, and in turn learn new and valuable skills and develop opportunities and networks.

As Front of House Volunteer, you will be the first point of contact for all The SUBSTATION visitors and is required to have excellent customer service skills. Volunteers are required to attend training in order to answer visitor enquiries in a knowledgeable manner regarding exhibitions and upcoming programs.

### DESIRABLES

- Excellent interpersonal and communication skills
- Customer service skills
- Knowledge of the arts, not essential
- Professional and friendly
- Attention to detail

The Front of House volunteer position is suited to individuals who are interested in a career in arts administration, customer service and arts management

### DUTIES INCLUDE:

- Welcoming and engaging with The SUBSTATION visitors
- Recording visitor postcodes
- Answering and redirecting phone calls
- Managing and responding to emails
- Responding to visitor enquiries
- Assisting with social media posting during events
- Invigilating exhibition spaces

# THE SUBSTATION

- Ushering for performances
- Assisting with programming events
- Attend volunteer training

Register your interest to become a Volunteer through The SUBSTATION website:

<https://thesubstation.org.au/about/volunteer/>

For any further enquiries please contact Kali Michailidis, General Manager at [manger@thesubstation.org.au](mailto:manger@thesubstation.org.au) or call (03) 9391 1110