

Front of House Customer Service Volunteer

The Saint Paul Chamber Orchestra (SPCO) is requiring proof of COVID vaccination or a recent negative COVID test from all concert audience members. To aid in verifying these criteria are met, we are asking for volunteers to verify photo identification and either Covid vaccine documentation or documentation of a negative Covid test for each audience member attending concerts, prior to entry. This is a temporary role anticipated to be needed approximately 6 months.

Primary Responsibilities include but are not limited to:

Maintain positive image of the SPCO through contact with patrons and staff and provide positive reinforcement of SPCO and venue protocols while maintaining high level of customer service.

Visually inspect photo identification and either proof of vaccination or documentation of a negative Covid test.

Assist patrons in accessing digital forms of vaccination records when needed

Resolve problems and conflicts as needed regarding patron adherence to health and safety protocols.

Perform other duties and responsibilities as required or assigned.

Qualifications

Customer service experience and acumen

Ability to communicate verbally in a clear and professional manner and resolve problems or conflicts effectively

Knowledge of digital applications and ability to assist or instruct others in use on mobile devices

Ability to work outdoors for up to three hours per concert

Reliable transportation to each scheduled concert venue

Must be fully vaccinated against Covid19 as defined by the Centers for Disease Control (CDC) or be willing to become vaccinated by start date