

OPERA ATELIER

timeless

Be a part of the magic.



Photo by Bruce Zinger

Opera Atelier holds a unique place in the North American theatre community, specializing in producing opera, ballet and drama from the 17th and 18th centuries. These productions draw upon the aesthetics and ideals of the period, featuring soloists of international acclaim, period ballet, original instruments, elaborate stage decor, exquisite costumes and an imaginative energy that sets Opera Atelier apart.

By volunteering with Opera Atelier, you are investing your time and energy into a dream that began over 25 years ago. As a small non-profit arts organization, our volunteers are imperative to our success both on stage and behind the scenes. Without you, we could not continue to provide our audiences with the thrilling theatrical presentations they love.

Thank you for choosing Opera Atelier.

Opportunities for Volunteers

At the Theatre:

As the front line of our volunteering team, you will be responsible for representing Opera Atelier to our Toronto audience. A great opportunity for extroverts and big personalities – connect with opera-lovers, provide information about our upcoming shows, and cultivate lasting relationships with staff and patrons. Gain experience and build a solid foundation in sales, customer service, and marketing.

Bonus: While not on duty, volunteers can step in and watch some of the performance. Apply early!

Note: Shifts often run as late as 11:00pm. Black, professional clothing is required. Prior knowledge of Opera Atelier's history and mission is helpful, but not required. Additional information can be provided to you at the start of theatre shifts should you require it.

For Special Events:

Get incredible behind-the-scenes access at exclusive Opera Atelier events. Many of our special events feature presentations by our artists, design team and artistic directors in an intimate setting. Build on your customer service, hospitality and interpersonal experience.

Bonus: the Versailles Gala – Experience our most glamorous event of the year and help support our education, outreach and artist development programs by applying to volunteer as a server, a live auction spotter, or even a wardrobe assistant. In 2012 we had over 30 volunteers at this one event!

Note: Shifts can run as late as 2:00am, but earlier shifts are often available. Black, professional clothing is required at all events.

With our Administrative Team:

The bulk of our volunteer needs are in the Opera Atelier offices. Work side-by-side with the Opera Atelier team to prepare mailings, conduct production research, and a variety of other key tasks during the work week (Monday-Friday, 9-5). Gain valuable experience in administration, data entry, and communications.

Bonus: You will be paired with one of our full-time staff (sometimes Marshall Pynkoski himself!) to assist with administrative projects.

In Marketing & Promotions:

Have a persuasive personality? Get the word out about our incredible productions and represent Opera Atelier to more than just our audience – help us convert the masses into opera-lovers! Conduct direct marketing at theatres, tourism venues and local restaurants. Build your sales, marketing and public speaking skills.

Note: Prior knowledge of Opera Atelier's productions is helpful, but not required. Additional information can be provided to you at the start of shifts should you require it.

Volunteer Benefits

As a volunteer for Opera Atelier we value your commitment to our company. We know you could spend your time and energy contributing to any number of organizations and we are so pleased you have chosen us. We like to provide you with tokens of our appreciation whenever we can!

Some ways we will thank you include:

Annual Volunteer Party

Usually hosted at the Opera Atelier offices during the evening, join the staff and fellow volunteers to celebrate all you do for us!

Opera Atelier Production Tickets

We couldn't produce the beautiful things you see on stage without your help, so we want to be sure to share them with you! We are delighted to be able to offer each active volunteer one ticket to each show. The Volunteer Coordinator will be in touch to help you redeem this offer (which may be restricted to specific dates).

Record of Volunteer Hours & References

We can also provide you with volunteer hour documentation and letters of reference, should you require them. Please contact the Volunteer Coordinator for more information.

If there is anything else we can do to make your experience positive or to show you our appreciation, we would love to hear about it! We are always striving to improve our volunteer program.

Opera Atelier Expectations

As a volunteer for Opera Atelier, you are an important part of making our company function smoothly and effectively. Because we rely on you so much, there are certain expectations we have of you when taking on a volunteer position.

Attendance

We depend on your presence and punctuality for all your shifts. Often you will be working as part of a team that depends on you to complete an assignment or project. We understand that sometimes it is impossible to avoid an absence or tardiness, but we ask that you contact your staff supervisor or Volunteer Coordinator as soon as possible so your shift can be covered. It is equally important that you stay right up to the end of your shift. If you arrange to have your shift covered by another volunteer, please inform your staff supervisor or Volunteer Coordinator of the change prior to the start of shift. If you no longer wish to volunteer with Opera Atelier, please contact the Volunteer Coordinator.

Representing Opera Atelier

As a volunteer with Opera Atelier, you are an extension of our organization, representing everyone from cast members to office staff. This representation extends beyond your scheduled jobs and into how you portray the company via social media or word-of-mouth. Just as important as your effectiveness in your position is your enthusiasm, respect and sensitivity when publicly representing OA. If at any time you feel you have questions or concerns, please contact your staff supervisor or Volunteer Coordinator.

Confidentiality

You may be privy to information or events not yet ready for public consumption. We ask that you protect our company and our artists by keeping this information to yourself – this includes things such as the discussion of company business and the posting of photographs online. Photography of any materials, persons or events is strictly prohibited unless otherwise indicated. If you are unsure about the confidentiality of an assignment, please discuss it with your staff supervisor or Volunteer Coordinator.

Remedial Action

Because you are so important to our company, it is imperative we provide a respectful and supportive environment for all our volunteers. You can contact the Volunteer Coordinator at any time with questions or concerns about your task and your work environment. Should a concern arise, the following steps will be taken:

1. Warning – you will be made aware of the problem by your staff supervisor or Volunteer Coordinator.
2. Follow-up – if the situation persists, you will again be made aware of the problem and a note will be made in your file. For some offenses, immediate termination may be implemented.
3. Termination – in the unfortunate event that the situation is not been resolved, your services will no longer be sought for volunteer positions.

Volunteer Rights

1. You have the right to a respectful work environment free of harassment. You have the right to a safe environment. Bring any concerns to the staff supervisor or Volunteer Coordinator immediately.
2. You have the right to the support and resources necessary to complete your work assignment.
3. You have the right to be assigned tasks that are important and worthwhile both for your own development and for the company's success. Any questions about the necessity of assignments can be brought to the Volunteer Coordinator.

Code of Conduct

1. All matters related to Opera Atelier business must be kept confidential. Volunteers are expected not to disclose any confidential information at any time, even after ceasing volunteer service.
2. Threatening, intimidating, harassing, insulting, belittling, assaulting behaviour, unwanted comments, gestures, innuendos, contact, jokes or displays directed at any individual will not be tolerated. Immediate disciplinary action will be taken, including possible termination.
3. Volunteers under the influence of alcohol or illegal drugs while performing their duties will not be tolerated. Immediate disciplinary action will be taken, including possible termination.
4. Volunteers will not take photographs without direct permission from a staff supervisor or Volunteer Coordinator.
5. Volunteers are expected to dress in accordance with their assignment. Some assignments require a dress code of black, professional clothing.
6. Volunteers are expected to be punctual and complete their entire shift. If more than 15 minutes late, the volunteer should contact the volunteer point-person, staff supervisor or Volunteer Coordinator – ideally prior to the start of shift. Chronic tardiness may be a matter for disciplinary action.
7. If unable to meet commitments, volunteers are expected to contact their staff supervisor or Volunteer Coordinator as soon as possible.
8. Volunteers can expect to be treated with respect and dignity at all times. If a problem arises, volunteers can contact the staff supervisor > Volunteer Coordinator > Manager of Communications.

I acknowledge that I have read and understood the Opera Atelier Volunteer Handbook.

Date: _____

Name: _____

Signature: _____

Please detach this page and return it to the Volunteer Coordinator.