



Capitol Federal Amphitheater®

Volunteer Information

Duties

Box Office

Box Office volunteers will sell tickets on-site beginning 30 minutes prior to gates opening. These volunteers will be trained on the ticketing system and procedures. Any “will call” tickets will be at the box office as well.

Guest Services/Information

Volunteers at the information stations will answer questions and provide assistance for patrons throughout the event. These volunteers will work closely with the communication coordinator to ensure that the correct information is given out.

Food Tickets

These volunteers will sell food tickets to patrons once inside the gate. Food tickets are the only way to purchase food from vendors at the events. Alcohol may be purchased with cash or cards. Volunteers will be required to collect money and keep an accurate account of tickets sold.

Gates

Volunteers are needed at the gates to handle entry of our guests in a short amount of time. Gate volunteers will be responsible for such tasks as scanning tickets and issuing among other things. Some gates will have restricted entry for patrons holding specialized tickets. Gate volunteers will be responsible for ensuring each guest has the proper credentials and necessary identifications to fully enjoy the concert experience.

Ushers

Events at Capitol Federal Amphitheater® will have scaled seating arrangements. Volunteers are needed to serve as ushers at the entry point of the Premium section. Ushers will ensure that guests have the proper credentials and tickets to enter this area.

Parking Attendants

Volunteers are needed to assist City staff in directing and parking cars in designated parking areas. Parking will begin approximately one hour prior to gates opening.

Runners/Float

Finally, the City will need volunteers to serve as “runners” and “floaters” throughout the day. These volunteers will serve as support wherever they are needed. These volunteers will work closely with the Event Director and staff to solve unexpected challenges and ensure communication with all parties is effective.

Training

Volunteers may be required to attend training sessions prior to each event. Training will include a general overview of the event including timelines and overall requirements for volunteering.

Additionally, each volunteer group will have specific training for their role at the event. This training session allows volunteers to understand their duties and meet their team prior to the event day. At the training session, volunteers will be allowed to ask questions and simulate the event to ensure they are prepared for their duties. Volunteers must attend training prior to each event, unless previously approved with the Event Director or other City staff official.

Benefits

Throughout the year, volunteers will be essential to Capitol Federal Amphitheater® and the City understands the value of these volunteers. While many volunteers participate because of the goodwill it generates, the City understands the importance of providing tangible benefits as well.

Volunteer shifts are typically 2- 3 hours depending on the event and task. The City will also provide each volunteer with a uniform for the event as well as food and drinks in the volunteer break area during their shift. Volunteers are welcome to sign up for multiple shifts.

The City will verify these hours as community service hours for participating organizations. Volunteers who need documented hours should contact the Event Director to coordinate this.

To promote continued commitment to events, volunteers will receive points for every shift they complete. These points will accumulate and can be redeemed for rewards. Each hour of service completed will generate 1 point. Thus, a typical concert shift would earn the volunteer 2-3 points. The rewards are listed below. Rewards will be monitored and tracked by the Event Director and must be coordinated prior to an event in order to be used.

5 points	Capitol Federal Amphitheater® Promotional Item
20 points	1 pair Discounted VIP or Premium Seat at Summer Concert
30 points	1 Meet & Greet Access for Summer Concert
75 points	1 pair Free VIP or Premium Seat at Summer Concert



Capitol Federal Amphitheater®

Volunteer Application

Application should be submitted to the City of Andover Event Director. You may email this form to kcork@andoverks.com or mail it to Andover City Hall, c/o Event Director, PO Box 295, Andover, KS 67002.

Name: _____

Address: _____

Phone: _____ Email: _____

Emergency Contact Name: _____

Relationship to Contact: _____

Phone Number: _____

T-shirt Size: _____ Over 18? (Y/N): _____ Over 21? (Y/N) _____

Signature

Printed Name & Date

(Volunteers under 18 are required to have a parent/guardian's signature)

Please select the areas in which you are interested in volunteering

Box Office _____ Guest Services _____ Gates _____

Usher _____ Parking _____ Runner/Float _____

Please answer each of the following questions. You may provide additional pages for your answers.

Previous Volunteer Experience: _____

Have you ever been asked to leave a volunteer position? If so, please explain. _____

Special Skills: _____

Why do you want to volunteer at Capitol Federal Amphitheater®? _____

Other information you would like to share: _____

