

## **WELCOME VOLUNTEERS!**

Dear Volunteer,

Welcome to the New Jersey Performing Arts Center. We are delighted you have chosen to join one of New Jersey's most active and vibrant volunteer corps. This is your opportunity to be part of a world-renowned Arts Center, the sixth largest in the United States.

As an NJPAC ambassador, you will enhance the Arts Center experience for hundreds of thousands of patrons each year. Your contribution as a volunteer is vital to NJPAC and our commitment to New Jersey's diverse communities.

Keeping NJPAC open, accessible and welcoming is an integral part of our mission. It is, decidedly, a team effort with leadership, management, staff and volunteers all playing key roles. We are deeply grateful for the gift of your time and talents and welcome you to the NJPAC family.

Many thanks.

Jeffrey Norman  
Vice President, Public Affairs

Dear Volunteer,

Thank you for joining our Volunteer team!

NJPAC volunteers proudly take leadership roles, greet patrons, staff information tables, provide administrative assistance and conduct mailings, among a few of countless tasks. Volunteers are the backbone of the Arts Center and we recognize and honor you for your many valued contributions. You are partners with us in bringing the finest cultural experiences and arts education to the people of New Jersey and the region.

We strive to create a pleasant and flexible work environment, however it is expected that our volunteers will possess a professional attitude and treat each other with respect. Your caring and capable approach to tasks and issues, and your smile and friendliness, are key to ensuring that NJPAC continues to be the model for customer and patron relations.

The information in this handbook is intended to be a valuable and comprehensive overview of our volunteer program to be used as reference in the future. Please contact me if you have any questions or suggestions.

We hope you find your volunteer experience rewarding. We are very glad you are here.

Thank you and welcome aboard.

Ginny Bowers Coleman  
Director of Volunteer Services

NEW JERSEY PERFORMING ARTS CENTER  
Mission Statement

NJPAC, the last great performing arts complex to be built in the 20th Century, is many things at once:

As a world-class cultural complex for the nation and the world's best artists, NJPAC will be a focus of pride and recognition for all New Jerseyans.

As a center stage for New Jersey's best performing arts organizations, NJPAC will elevate and spotlight the state's extraordinary cultural achievements.

As a cultural center which puts children and their families at the very heart of its mission, NJPAC will remain a place of access and involvement at all stages of an individual's lifetime and provide a creative environment that nurtures exploration, discovery, and discipline in the production and performance of the arts--and in life generally.

As a setting for multi-cultural artistry of national and international standing, NJPAC will provide access for people of diverse backgrounds to come together to share what is joyful and transcendent in life.

As an ambitious revitalization plan for the state's largest city, NJPAC will become an unmistakable statement of reemergence and give Newark back its nightlife.

## HISTORY OF NJPAC

The New Jersey Performing Arts Center is located on 12 acres on the Newark Riverfront near Newark's Penn Station and the Ironbound District. On the NJPAC site was the former Military Park Hotel which was imploded in 1993 to make room for the Arts Center.

California architect Barton Myers designed NJPAC and previously served as architect for Centers in Edmonton, Portland, and Cerritos, California.

Among those who collaborated on the design of NJPAC include:

Lawrence P. Goldman, former President and CEO, NJPAC  
Gail Thompson, former Vice President, Design and Construction, NJPAC  
Joshua Dachs, Fisher Dachs, Theater Consultant  
Russell Johnson, Artec, Acoustician

The Arts Center was founded as a public-private partnership. Among those credited with making NJPAC possible are:

Former Gov. Thomas Kean, who conceived the idea of building NJPAC  
Former Mayor of Newark Sharpe James  
Raymond G. Chambers, President, Amelior Foundation and Founding Chairman, NJPAC Board of Directors  
Mort Pye, Former Editor, The Star-Ledger

The original Capital Campaign to build NJPAC raised \$180 million, with funding coming from the State of New Jersey, City of Newark, County of Essex, federal government and from individual, corporate and foundation donors. On Opening Night, NJPAC was the sixth largest arts center in the country.

The NJPAC campus is comprised of 3 buildings: the main building (One Center Street), the Site Office (36 Park Place) and the Center for Arts in Education (24 Rector Street).

The Main building is comprised of two theaters; Prudential Hall, seating 2,750, and Victoria Theater seating 514, in addition to cabaret, rehearsal facilities and the Theatre Square Grill. The Site Office houses Ticket Services and Operations staff. This location is slated for redevelopment in the future as part of NJPAC's plans for Two Center Street, a mixed-use development featuring market-rate and artist housing, street-level retail and parking. The Center for Arts Education houses most of the Arts Education Department staff offices, a Black Box Theater, two dance studios and rehearsal classrooms. NJPAC's Arts Education Department is the nation's fourth largest.

All theaters utilize state-of-the-art equipment to present world-class events and performances. NJPAC's acoustics have been compared favorably to Carnegie Hall and other venerable arts centers. NJPAC presents classical and pop concerts, orchestras and recitals, modern and classical dance troupes, musical and dramatic theater, as well as hosting many special events including graduations, gala dinners

and corporate meetings. Spaces throughout NJPAC are available for rental for private parties, weddings, bar mitzvah, and corporate functions.

The glass sculpture (chandelier) in Prudential Hall was designed by James Carpenter Design Associates and was a gift to the Arts Center by the Jon S. Corzine Foundation and the Joanne Corzine Foundation.

There are 11 sound shells, each weighting 7 tons on the Prudential Hall stage utilized to create an acoustical shell to enhance orchestra and recital performances. 5,850 light bulbs light Prudential Hall alone!

Theater Square is the outside plaza in front of the Arts Center and is home to the free outdoor summer concert series, Sounds of the City and Sonic Superstars. The Theatre Square Grill serves patrons at lunchtime and prior to performances. In the summer (May to September), the outdoor dining area is a lovely open-air dining option.

## OFFICE OF VOLUNTEER SERVICES

Ginny Bowers Coleman is NJPAC's Director of Volunteer Services. Her office is located on the fourth floor and may be reached by entering the rear of the NJPAC building via the security office.

Approximately 350 volunteers currently comprise the volunteer complement at NJPAC. Many veteran volunteers serve as part of a Volunteer Advisory Board, in addition to serving as office administrators, mentors, and in other roles.

First started by Dena F. Lowenbach in the early 1990's, the Office of Volunteer Services has continued to provide participating volunteers and New Jersey Performing Arts Center with a meaningful diversity of activities and events. The Dena F. Lowenbach Volunteer of the Year Award is presented each year at NJPAC's Annual Volunteer Recognition Dinner to volunteers who exemplify the dedication, passion and altruistic commitment to the New Jersey Performing Arts Center of our founding volunteer.

The Kandice Dickinson Award is also presented each year at NJPAC's Annual Volunteer Recognition Dinner. The award was established in 2004 to honor volunteers who serve with distinction, providing assistance to our Front of House Staff. The late Kandice Dickinson was a long-time Arts Center volunteer with House Management and administrative positions. Her passion, joy and giving spirit were deeply cherished by all who were privileged to know her.

## ABOUT THIS HANDBOOK

This handbook was prepared to give you essential information about the policies and expectations of New Jersey Performing Arts Center. The handbook has been organized by topic to help you find information easily, however, you are also encouraged to talk with Office of Volunteer Services personnel if you have any questions about its content.

The New Jersey Performing Arts Center reserves the right to modify the policies in this handbook. The policies described replace all prior handbooks or policy guidelines.

## WHAT MAY YOU EXPECT AS AN NJPAC VOLUNTEER

Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of NJPAC.

Learn your volunteer assignment and develop your skills as well as you can by completing all required training, asking questions and staying in touch with your supervisor.

Contribute to NJPAC by being reliable and dependable in doing your job and working with your co-workers to learn as much as you can to do the best job possible.

Follow all policies and guidelines of NJPAC, sign a Code of Conduct, observe confidentiality when needed, and engage in appropriate public behavior at all times.

Participate in the feedback process by letting the Office of Volunteer Services know how you feel about your volunteer experiences and by giving constructive suggestions for improvement in any area.

## WHAT YOU MAY EXPECT NJPAC TO PROVIDE YOU

A suitable assignment based upon your interests, skills and availability, as well as the needs of the Arts Center.

Orientation and training to help you perform your job. The opportunity to work as part of a team, to contribute to the welfare of the community and the organization, and to be recognized for your contribution.

The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.

The chance to grow and develop as a volunteer through participation in NJPAC activities, special training events and meetings.

The satisfaction of knowing that your volunteer activities help immeasurably to sustain NJPAC and its missions to bring the finest cultural and educational experiences to the people of New Jersey and the metropolitan area.

## VOLUNTEER OPPORTUNITIES

**ADMINISTRATIVE ASSISTANT** – includes answering phones, taking messages, collating, mailing correspondence, data entry, making calls for special events, research, filing, and other essential functions. Interest in Development, Marketing or

Public Affairs helpful but not necessary. Business dress and familiarity with office environment is helpful. Need to be available during normal business hours.

ARTS EDUCATION PROGRAM ASSISTANT – assists with the coordination of arts education events, mailing, phoning, greeting participants, assembly of information packets, organizing materials for classes or residences. Familiarity with NJPAC programs and with office environments helpful. Dress in either NJPAC Volunteer T-Shirt or business dress. Need to be available during normal business hours. May have assignments off site.

PROGRAM MONITOR- greets patrons, responds to their questions and needs, distributes programs to patrons, works with House Management staff. Familiarity with facility and NJPAC events, training is provided. Specific uniform. Days and times vary depending on performance schedule. Involves standing up to 3 hours.

PUBLIC INFORMATION ASSISTANT - greeting people and knowledgeable about NJPAC events, assemble information packets and distribute, assist at registration tables for various events. Out going positive personality, interested in engaging people. Dress in NJPAC Volunteer T-Shirt. Will involve walking or standing. May involve representing NJPAC at off-site locations both inside and out-of-doors. Days and times vary.

SWITCHBOARD OPERATOR/RECEPTIONIST – relieves regular switchboard staff, receives and routes all incoming phone calls to appropriate parties, operates multiple phone lines, receives deliveries and visitors, notifies appropriate staff of arrivals. Able to multi-task. Clear speaking voice required. Dress in business attire. Days and shifts times vary during normal business hours.

TOUR GUIDES – conduct tours of NJPAC facilities and promote NJPAC events. Familiarity with NJPAC is helpful, training and script are provided. Self-starters, ability to walk and stand for 1- 1 1/2 hours. Black and white business dress. Days and times vary.

(Definitions and specific volunteer positions may be altered or eliminated and new opportunities created as deemed necessary and appropriate.)

#### REPRESENTING NJPAC IN YOUR COMMUNITY:

As a volunteer for NJPAC you are our ambassador, we appreciate your gift of time.

Volunteers serve as NJPAC ambassadors in each of their individual communities, and as representatives at NJPAC performances and events. You help NJPAC make a difference by sharing your unique interests and great talents. The list below details Arts Center standards of conduct for all individuals who volunteer. Thank you for following these guidelines.

Extend a warm friendly greeting to all who visit NJPAC. When greeting patrons you should always stand.

Smile! You are on stage.

Enthusiasm is contagious. Always respond in a positive manner; be friendly, helpful and courteous; treat NJPAC patrons, visitors, staff and other volunteers as you would like to be treated.

Respond quickly and promptly. It is our goal to resolve problems immediately and efficiently. Always ask a member of NJPAC's professional staff if you do not have an answer to give a patron.

Be knowledgeable. As a member of the NJPAC family, you should know the standards of the organization and take pride in performing jobs to the best of your ability.

Posture is very important. Refrain from resting against walls, posts, ticket boxes and handrails. Please do not sit on the fainting couches while on duty.

## VOLUNTEER ATTENDANCE

It is the practice of the Office of Volunteer Services to provide volunteers with as much lead time for assignments as possible. It is therefore the responsibility of the volunteer to advise the Office of Volunteer Service of any circumstance that does not permit the volunteer to complete the assignment after accepting one. Notification can be made by calling 973-297-5808 or sending an email to [volunteers@njpac.org](mailto:volunteers@njpac.org)

Prompt attendance is important. Hourly credit is given to volunteers beginning at the time they sign in. Arriving late may impact the success of a given event or project.

## VOLUNTEER DRESS CODE

Volunteer attire should be applicable to the assignment. Individuals working in any of the NJPAC offices and public areas should be dressed in a business-like manner including the identification/security badge. During the summer months NJPAC follows a casual dress policy. There are certain assignments that have specific dress requirements.

**CASUAL DRESS-** Volunteers wear the purple NJPAC Volunteer T-Shirt with black pants or skirt. Jeans or shorts may be worn in the summer. Clothing that is revealing or that has offensive slogans or statements are inappropriate attire. NJPAC will provide the first Volunteer T-shirt uniform for free; replacements may be purchased for \$12.00.

**BLACK & WHITE-** Assignments that require this dress code include; greeters, tour guides, registration, customer information center, etc. These assignments require wearing your own black pants, skirt, or dress with a white shirt, blouse or sweater.

PROGRAM MONITORS- Volunteers are required to wear the specific Program Monitor black and white uniform. Black dress slacks/skirt, jacket or vest to be supplied by the volunteers. No tuxedos. NJPAC will provide the first white tuxedo shirt and bow tie for free; replacements may be purchased for \$16/shirt and \$5/bow tie.

## PARKING

Volunteers park at a reduced rate of \$2.00 with an NJPAC issued sticker to be posted on the parking receipt. Stickers are provided by the Office of Volunteer Services, House Management, or via a designated person. The reduced two dollar rate parking is only available when volunteers are on the grounds working in a volunteer assigned activity, and not when attending a performance as a patron. Regular parking rates range from \$7.00- \$15.00 depending on the event and time of day. Parking is available to volunteers in the underground Military Park Garage.

## TRAVEL

NJPAC does not reimburse volunteer's mileage. If a volunteer is assigned to an off-site location, you may include your travel time to your hours. Example- if assigned to a mall in Bergen County, a volunteer from Essex County would include the 30 minutes driving time both directions to their hourly totals.

## SMOKING AT NJPAC

NJPAC provides a non-smoking environment for patrons and employees. Therefore, no smoking is permitted within any of the NJPAC facilities. Volunteers who need to smoke while working at NJPAC are required to smoke outside the building in parking areas and at the security entrance.

## STORING PERSONAL PROPERTY

Volunteers working at NJPAC are provided with facilities and locations to store personal belongings such as coats and hats.

Volunteers working during normal business hours can store their belongings in a red storage locker located in the Office of Volunteer Services.

## LUNCH/ DINNER HOURS WORKED

Volunteers are at times assigned to activities that include lunch or dinner hours. Provisions are made for volunteers and employees to use mini-kitchens. These include a sink, refrigerator, microwave and an automatic coffee maker, with a selection of many coffees and teas provided gratis by NJPAC. Volunteers are invited to use these facilities. Many local restaurants provide a delivery service to NJPAC on orders that are phoned to them. The Office of Volunteer Services has menus from local establishments if you wish to avail yourself of this service.

While eating is permitted at desks, there are also certain designated lunchroom areas for volunteers and staff. The Office of Volunteer Services can provide volunteers with these locations. No food is permitted in Prudential Hall or Victoria Theater. At times food is served in public areas to patrons and guests. If volunteers assigned to such events are permitted to partake, patrons and guests must be served first.

## PERSONAL USE OF NJPAC EQUIPMENT

Volunteers assigned to work in office areas often need to use NJPAC equipment to complete the assigned work. The use of telephones, copy machines, computers and other such equipment is solely for NJPAC activities associated with the assignment.

Cell phones are to be muted or on vibrate when in the work place. Calls may be made or returned on break time outside of the work space.

## LOST AND FOUND

Lost articles should be turned into the Security Desk. These articles may be claimed at the Security Office during the hours of 9:00 AM-5:00 PM.

## VOLUNTEER HOURS & RECOGNITION

Volunteers are asked to always sign in and record your service hours whenever working at NJPAC, including all orientations, training sessions and work sessions. Volunteer log books are located in the Office of Volunteer Services, House Management hallway, Reception in the main building, and Center for Arts Education Room 213.

Please sign out at the same location you signed in. You may also e-mail your hours worked to [Volunteers@njpac.org](mailto:Volunteers@njpac.org), or keep your own personal time sheet.

This may be helpful to those volunteering off-site. A copy of this form is included in the handbook for your reference. It is important to print your name legibly and return or e-mail forms by the end of each month. Illegible names cannot be recorded.

NJPAC provides a number of benefits

### Performance vouchers

Vouchers are awarded to volunteers who accumulate a minimum of 48 documented hours quarterly or annually. The voucher gives two free tickets to an NJPAC sponsored performance. Tickets may be requested two weeks before the performance, with seating provided based on the best available seats at that time. (Excluding New Jersey Symphony Orchestra, Pop Shows, and certain non-NJPAC sponsored performances.)

The volunteer hours you accumulate are also important to NJPAC in securing certain funding grants. Volunteer services are often evaluated by funders to assess an organization's community participation and efforts to reduce operating costs. It is therefore vital to both you as a volunteer and NJPAC that such records are maintained.

### Ticket Discounts

All Volunteers with an updated identification badge receive a 10% discount on certain NJPAC performances. For a list of those performances, please see the Box Office Manager.

### Annual Recognition Dinner

The NJPAC board and management formally recognize volunteer service with an annual recognition dinner each spring. Active volunteers are presented with certificates representing the time they have donated. In addition, volunteers are recognized for outstanding service by the staff of NJPAC through presentation of the Dena F. Lowenbach Volunteer of the Year Award and the Kandice Dickenson Award.

### Newsletter

Volunteer Voices is an NJPAC volunteer newsletter prepared by volunteer staff with the support of the NJPAC administration. This publication features our volunteer corps and the activities in which they are engaged. Features also include a spotlight on individual volunteers, upcoming events requiring volunteer assistance, NJPAC news and events, updates on volunteer activities, and much more to highlight volunteers as an integral part of the NJPAC family.

### MENTOR PROGRAM

A Mentor serves as the NJPAC “welcome wagon,” as a representative to new volunteers by providing information and answering general questions about NJPAC and the volunteer duties.

A Mentor works with the new volunteer for the first 60-90 days.

Mentors are selected volunteers who have broad and diverse experiences at the Arts Center.

### SECURITY IDENTIFICATION BADGE

Volunteers will be issued identification badges, which should be worn at all times on NJPAC premises. The badge expires every 6 months in June and December. Reactivation is required at the Security Office. Lost badges should be reported to the Security Office immediately so that a new badge may be issued. There may be a fee imposed for a replacement badge. Badges must be turned in when a volunteer’s service with the organization ends.

### STAIRWAY PASSAGE CODES

Certain stairwells lead to doors that require security code access. It is important for volunteers who are required to use such passages to be updated on the current codes as they are changed periodically. The Office of Volunteer Services or the supervisor will provide volunteers with the current code for these stairways.

## PERSONAL RECORDS

Volunteers are expected to provide NJPAC with the required current personal information so that the Office of Volunteer Services may maintain contact. All volunteer information becomes inactive when volunteer service is terminated. Your name, address, phone number and e-mail address will be shared with volunteer leaders in order to contact those involved in specific activities.

## INACTIVE STATUS

If a volunteer finds it necessary to take a leave of absence, contact the Director of Volunteer Services. Time away is not deducted from seniority or years of service. Failure to return or to contact the Director of Volunteer Services about any change in plans will result in removal from the Volunteer data base.

## COMMUNICATION

Volunteers are requested to advise the Office of Volunteer Services of the times they are available, day, evening or both. Telephone calls are made to volunteers for specific activities based on the expectation that the activity falls within the time periods provided. Telephone calls to secure volunteers are made during the work day between the hours of 9:00 AM and 5:00 PM. Since many volunteers provide multiple phone numbers, it is helpful if you advise the Office of Volunteer Services of the preferred number to be called during the work day.

## SAFETY IN THE WORK PLACE

NJPAC is committed to providing safe conditions for its volunteers. We expect volunteers to work safely at all times. Every precaution is taken to ensure that you perform your assignments in a safe environment; however, the ultimate responsibility for safety lies with you. Volunteers should report unsafe conditions promptly to the Director of Volunteer Services or the Security Office.

It is your responsibility to be an active protector of the values that make NJPAC what it is. If a potential illegal, unsafe or unethical situation arises in the NJPAC workplace. Notify the Director of Volunteer Services or Vice President, Jeff Norman of Public Affairs.

## ACCIDENTS AND INJURIES

Volunteers who are injured on the job or whose injuries are directly related to the performance of volunteer duties must report the injury to their supervisor immediately. If emergency medical care is needed immediately, the supervisor and the Security Office will assist the volunteer in obtaining medical attention promptly.

## WEATHER

In the event of a closing due to inclement weather or an emergency, you may call the main NJPAC number for information or a recording; 973-642-8989. During the summer Sounds of the City, please call after 1:00 pm on the performance day in question.

## EVACUATION

Evacuation procedures have been prepared in the event of an emergency situation. Volunteers working as Program Monitors are to evacuate with the patrons and not to direct patrons.

Volunteers working at other assignments and locations are to be guided by the designated Fire Marshalls at the time of the emergency. Please refer to NJPAC floor plans for detailed directions. Volunteers are to assemble in Military Park and check in with Director of Volunteers.

## VOLUNTEER GRANT AWARDS

In many cases financial grants are made to organizations based on the number of volunteer hours a retiree works. NJPAC volunteers who are retired from companies which provide matching funding for volunteer hours should meet with the Director of Volunteer Services to learn more about how NJPAC may receive financial funding resulting from your volunteer services.

## NJPAC FLOOR PLANS

Appended are certain NJPAC floor plans representing areas volunteers will complete most of their activities. The floor plans are as follows:

OVERVIEW— Illustrating different levels and areas of NJPAC.

SECOND TIER -- Illustrates Chase Room, Community Room, Parsonnet Room, Shadow Boxes and Prudential Hall faux boxes.

VICTORIA THEATER -- Chart illustrating Orchestra and Balcony seating.

PRUDENTIAL HALL -- Chart illustrating Grand Tier and Orchestra seating.

#### CONFIDENTIALITY WAIVER

Volunteers assigned to certain administrative duties and responsibilities participate in assignments that include confidential information. It is therefore the responsibility of volunteers to respect the confidentiality of this information. Volunteers are expected to sign a confidentiality agreement acknowledging this responsibility.

Volunteers are to act in good faith, responsibility, with due care, competence and diligence when dealing with NJPAC property and/or confidential information. Act with honesty and integrity, avoiding actual or apparent conflicts of interest in personal and professional relationships. Ensure the proper use, control and stewardship over all of NJPAC property and confidential information.

Acknowledged by:

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

#### ACKNOWLEDGMENT AND RECEIPT OF VOLUNTEER HANDBOOK

By my signature below, I certify that:

I have read and have become familiar with the terms of the Volunteer Handbook. I understand that the Volunteer Handbook is not a contract.

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

RELEASE

For good and valuable consideration herein acknowledged as received, I hereby grant to New Jersey Performing Arts Center and any of its sponsors (hereinafter called "NJ PAC"), their legal representatives and assigns and those acting with their authority and permission, to use, re-use, publish and re-publish pictures or video images of me, now or at any time in the future, made through any medium and in all media, for illustration, promotion, art, advertising, trades or any other purpose whatsoever. I also consent to use other printed matter and text in conjunction therewith.

I hereby waive any right that I may have to inspect or approve the finished product or products and the advertising copy or other matter that may be used in connection therewith or the use to which it may be applied. I hereby release, discharge and agree to hold harmless NJ PAC, their legal representatives and assigns, and all persons acting under their permission or authority, including any of its sponsors, or those for whom it is acting, from any liability by virtue of publication thereto, including without limitation any claims for libel or invasion of privacy or violation of right of publicity. I hereby warrant that I am of full age and have the right to contract in my own name or that I am the parent or legal guardian of the photographed minor herein named and have the right to contract in this/her name. I have read the above authorization, release and agreement prior to its execution, and I am fully familiar with the contents thereof. This release shall be binding upon me and my heirs, legal representatives, and assigns.

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Home Phone Number