



CANTON
SYMPHONY
ORCHESTRA

2024-2025 SEASON
VOLUNTEER HANDBOOK
Canton Symphony Orchestra



A complete guide for supporting the
Canton Symphony Orchestra with your
time & talents.





RACHAEL MOSLEY

PATRON RELATIONS & OFFICE MANAGER

Rachael received an Associate of Science from Kent State University with a focus in Business and Marketing. She is a lover of the arts and passionate about people. After devoting 6 years caring for her grandfather, she was inspired to pursue a more fulfilling and rewarding career in the music industry. Rachael has been drawn to music from a very young age. She played the saxophone from middle school through high school and later learned the tuba, euphonium, and guitar. Joining the team at the Canton Symphony Orchestra, Rachael hopes to continue to develop as a musician, grow with the community and spread the joy of music to others.

Rachael's responsibilities include serving as the first point of contact for patrons of the CSO, providing guidance for programming, ticketing, travel directions, and volunteer information. Her role has expanded to include managing the administrative offices of the organization, ensuring that everything is in working order to properly conduct business. Recently, Rachael has taken over volunteer management for the CSO, growing its volunteer base significantly and streamlining the process to be much more efficient. Rachael enjoys practicing yoga, traveling, exploring, hiking, collecting rocks, creating art and music, good food, and deep conversations.



GET TO KNOW YOUR CSO

The mission of the Canton Symphony Orchestra is to perform and present orchestral music at the highest possible artistic level to enrich, entertain, educate, and challenge diverse audiences in a variety of settings. In doing so, we will serve our community, manage our resources responsibly, and be accountable to our donors, audiences, employees, and volunteers.



- Canton Symphony Orchestra formed in 1937
- Canton Youth Symphony founded in 1961
- Symphony League formed in 1963
- Canton Symphony Chorus formed in 1983
- Educational Programs provided since 1974

CONTACTS:

VOLUNTEERING & QUESTIONS

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VOLUNTEER ROLES

Volunteers are our most valuable resource at the Canton Symphony Orchestra. We could not do all that we do without your help! We have several opportunities available, including helping out during our concerts and being out in the community.

Training and instruction will be provided for every role, and our staff is always available to help. Start and end times vary per concert/event and assignment. *Children under 14 may volunteer if accompanied by a guardian, and children 14-17 may volunteer with signed guardian permission.

BARTENDER

Help set up and replenish the bar as the night goes on. Serve and sell drinks and concessions. Full bar serves beer, wine & limited mixed drinks. No experience required. Bartenders typically work with staff for 4-5hrs on concert night, but shorter shifts are always available by request! Be prepared for light lifting, standing for extended periods of time, bending, reaching, and/or squatting. Requires money handling and use of electronic payment devices. **Must be 21 or over*

COMMUNITY REPRESENTATIVE

Table events outside of the hall to engage with the community, hand out information, and talk about the programs at the symphony. The CSO will provide you with everything you need to easily transport and set up for these events. Most events are held outdoors for extended periods of time. Requires minimal setup and tear down, some lifting up to 20lbs, bending, reaching, pulling and/or squatting (for example: transporting table, chairs, tent assembly/disassembly, and picking up/dropping off materials using a wagon).

CONCERT GREETER

Use your customer service skills at our concerts by helping us welcome our patrons and direct them throughout the Zimmermann Hall. Be prepared to be on your feet for at least 90 minutes, standing in place and/or walking. A chair may be provided upon request.

CONCIERGE TABLE

Help set out tablecloth and CSO program materials. Greet patrons in our lobby, talk about the symphony, hand out information, and take donations before the concert and during intermission. Requires money handling and using electronic payment devices. Be prepared for a combination of sitting and standing for at least 90 minutes.

DOOR GUARD USHER

Hold patrons at the door arriving late or returning from the restroom until there is a break in music so the performance is not disrupted. Requires sitting (or standing if you prefer) inside the hall entrance doorways for the duration of the concert.



VOLUNTEER ROLES

CONTINUED...

GUEST ARTIST DRIVER

Pick up and/or drop off our guest artists to/from the airport, hotel, and the hall during the week and weekend of the concert. Days and times will vary.

***The CSO will reimburse your gas at \$0.45 per mile. Our liability insurance provides coverage in case of an accident. Must be 25 or older, have a valid driver's license, and proof of insurance.*

INSTRUMENT PETTING ZOO

Interact with our community outside of the hall with CSO Staff and instruments! No experience is required, and a member of the CSO Staff will train you to properly handle instruments. The goal of the petting zoo is for children (and adults) to have a hands-on experience with real instruments, while sharing our many program opportunities. This is one of our most popular community engagement initiatives. Be prepared to be on your feet, sitting, squatting, stooping, reaching, bending, and/or holding instruments.

MERCH/CONCESSIONS TABLE

Help set up signage, tablecloths, arrange merch items and concessions in our lobby. Sell items to patrons before the concert and during intermission. Requires money handling and using electronic payment devices. Be prepared for a combination of sitting and standing for at least 90 minutes, folding garments, reaching, and/or bending.

OFFICE AIDE

Assist with a variety of administrative duties, help with projects, cold calling, and/or record archiving in our office. Help whenever is convenient for you. **Office hours: Tuesday – Friday from 9am – 5pm.*

TICKET SCANNER

Scan tickets as patrons enter the hall. Requires use of electronic device to scan tickets. Be prepared to be on your feet for at least 90 minutes, primarily standing in place. A chair may be provided upon request.

USHERS

Guide patrons to the seat designated on their ticket. Training, seating map & flashlight provided. Be prepared to be on your feet for at least 90 minutes. This role requires standing, walking, and going up and down stairs, depending upon where you are stationed in the hall.

WILL CALL

Help set up will call table with signage and stanchions. Sit across from the box office and hand out pre-purchased tickets from the Will Call box. Be prepared to be seated for approximately 90 minutes.





VOLUNTEER STANDARDS

Please contact the CSO Staff if you have any questions or concerns about our policies.
(330) 452-2094 | boxoffice@cantonsymphony.org

Etiquette & Safety:

We want everyone to feel safe, welcomed, and respected at the CSO. If you experience offensive, uncomfortable or inappropriate situations, discrimination, or harassment from any patron, fellow volunteer, security, staff or board member, please advise the CSO Staff or the President & CEO immediately. A copy of our Harassment & Discrimination Policy is available upon request.

The Canton Symphony Orchestra is not liable for any accidents, illness or injuries that may occur while volunteering.

Wardrobe:

Volunteers should wear all black for most of our in-house events and MasterWorks concerts. CSO Logo clothing and accessories are always welcomed! Comfortable shoes are essential, as many roles require standing or walking for extended periods of time.

For pops concerts, you may wear jeans or dress up with the theme of the performance.

For casual & outdoor community events, festivals, and Summer Serenades, please dress comfortably and accordingly for the weather.

We will provide you with a Volunteer nametag to wear, and we kindly ask it to be returned at the end of your shift.

Communication & Scheduling:

We communicate and coordinate electronically using email and POINT. If you prefer a phone call, please let us know! The Schedule of Opportunities on our website provides event links to sign up using POINT- a volunteer network.

New Volunteers should complete the survey on our website to be added to the database. Existing Volunteers may sign up for scheduled events through POINT or an email request. POINT requires a login and password creation (save this to your bookmarks for quicker access!) All roles are first come, first serve. Emails will be sent as new opportunities arise, if roles have not yet been filled, and/or as reminders for upcoming events. Please contact the CSO staff as soon as possible if you are unable to work your scheduled shift. We rely on volunteer coverage for successful events and to provide an outstanding patron experience!

Expectations & Benefits:

Volunteering should be a rewarding and fun opportunity to connect with your community. We invite you to enjoy the events you are working and stay for the concert. You are not obligated to stay past your scheduled time. Please invite your friends & family! Volunteers may redeem 50% off additional tickets for any concert you work. Comps may also be offered a few days before the event, depending on sales.

The CSO Alcohol Policy permits volunteers and staff members two complimentary alcoholic beverages while working an event. Any alcohol purchased after two drinks is discouraged, as we should remain professional while representing the CSO. If you prefer, you may enjoy 2 concessions of snacks, soda, and/or water bottles instead of alcohol!

Volunteers working fundraiser events are welcome to food and drinks, but may not participate in the raffles or other activities exclusive to ticket buyers.

We value your time and service to this organization. Your feedback shapes this program! Please don't hesitate to communicate your needs, preferences, and suggestions. We are a team!

