

Sign-Up Policies & Procedures:

All volunteer policies and procedures will be determined by Pioneer management and Board of Directors. At the Pioneer Center, usher positions are voluntary and any incentives (comps) are not payment for services.

Sign-Up Period:

- Sign-ups for events and raffles start the **Second Monday** monthly for five days (9:00am Monday – 6:00pm Friday) for shows the following month. Raffle sign-ups are limited to the first week.
- Re-sign-ups for shows that are not filled will start on the **Wednesday after the third Monday** monthly until all positions are filled.
- Signing up for a show indicates a commitment to work – it does not indicate possible interest.

How To Sign-Up:

The second Monday monthly there are four (4) ways to sign-up:

1. **At the Pioneer:** Monday through Friday 9:00am - 6:00pm or during events during the sign-up and re-sign-up periods. Please clearly print your full name on the appropriate sign-up sheet. The sheets will be posted in the upper lobby or coat check area.
2. **Online:** Anytime (24 hrs.) during the sign-up period and anytime during the re-sign-up periods. Go to www.pioneercenter.com
Click Volunteer tab to the top right of the homepage
Click show sign-up (red lettering), fill out the name, and e-mail address fields (*your request will not be processed if you do not fill out these fields*)
Type your name in the show box you want to work, to enter raffles type “drawing” in the raffle box for the show you want
Print a copy for your records, click “Submit”.

Your sign-up sheet will automatically go to the Pioneer and your name will be put into the respective shows by staff. Also on the volunteer tab will be show staffing confirmation (who is working the different shows), a copy of the volunteer handbook, and a copy of the newsletter.

3. **By fax. (775-686-6630):** Anytime (24 hrs.) during the sign-up period and anytime during the re-sign-up periods. Use the upcoming events sheet in newsletter. Write you name and phone number on top (*if you do not fill out name and phone number your request will not be processed*). Write your “name” in the box for the show or shows your want to work and “drawing” in the second box to enter a raffle. Check your entries and fax. to 775-686-6630.
4. **By mail:** Using the fax. sheet from the newsletter, fill out and mail to the Pioneer on the second Monday. Any envelopes postmarked before the second Monday will not be processed.
5. **By phone / out of Reno-Sparks area volunteers only (775-686-6615):** Anytime (24 hrs.) during the sign-up period and anytime during the re-sign-up periods. **Out of Reno-Sparks area or vacationing** volunteers use the upcoming show date information in the newsletter, mark your preferences before you call, clearly give your full name, telephone number and the shows (show, day, time) you would like to volunteer for. You may also leave raffle preferences. All phone messages have a time and date stamp. Any volunteer who is out of town on vacation or business must specify where they are calling from and leave a contact number.
6. **Volunteers cannot sign-up for other volunteers** (the only exception is volunteer spouses).
7. Initial show sign-ups (the first week) are limited to one (1) Philharmonic, Opera and Ballet show per run, one (1) Broadway show per five (5) show run and two (2) Broadway shows per eight (8) show run. Volunteers can sign-up for one (1) additional show per event run in each category in the re-sign-up period.

The third Monday of each month:

1. **At the Pioneer:** Staffing and raffle winners for the next month’s shows will be posted at the Pioneer. Re-sign-up period starts for any shows that need extra staffing.
2. **Online:** The staffing and raffle winners for the next month will be posted online and any shows available for the re-sign-up period will be on the sign-up page. Volunteers can re-sign-up at the Pioneer, by e-mail, fax. or phone.
3. **Fax. and Phone:** Volunteers may sign-up for any shows that still need staffing.

The Wednesday following the third Monday of each month:

1. **Newsletter:** The newsletter for the following month will be mailed with the staffing and raffle winners for that month along with any shows available for the re-sign-up period. Included in the newsletter will be the show fax. sign-up sheet for the following months shows.

Reminders:

There are no telephone or memo reminders of your event schedule. It is your responsibility to check if you are working a show. Reminder cards are kept next to the event sign-up sheets. We encourage everyone to fill one out and post it in a prominent place. Staffing will be posted at the Pioneer, online, and in the newsletter.