

Head Usher

Part Time

Hourly - Non-exempt

Position Reports to:

House Coordinator & Director of Performing Arts Operations

Position Summary:

Incumbent is responsible for providing exceptional customer service for patrons during events. Also responsible for front-of-house volunteer ushers in theaters, outdoor events, etc., and for responding to special requests from patrons.

Responsibilities Include:

Duties include but are not limited to the following:

- During pre-event briefs, update volunteer ushers regarding event-specific information.
- Respond to special requests from patrons.
- Carry and distribute house program boxes.
- Complete Head Usher Report following events.
- Assist in lobby set-up for autograph sessions and other special events.
- Other tasks as assigned by supervisor.

Position Requires:

- Superb customer service and problem solving skills.
- A minimum of 2 years experience in customer service, preferably in public assembly.
- Interest in and some knowledge of the Performing Arts preferred but not necessary.
- Ability to supervise and direct the activities of others.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Experience working with volunteers a plus.

Compensation:

\$8/hour

Benefits:

As a Part Time employee, this position is eligible to receive complimentary tickets to Performing Arts performances as described in the Center's Policies and Procedures Handbook.

Work Schedule:

Employees will be required to work a flexible schedule based on performances and other Center events. Shifts may include days, evenings, weekdays, and weekends with the ability to work long hours or overtime as necessary.

Physical demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to stand and walk for extended periods of time. The employee also occasionally sits, uses hand to finger, handles or feels objects, tools and/or controls, reaches with hands and arms, climbs stairs, balances, stoops, kneels, crouches, crawls, talks and hears. The employee must occasionally lift and or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is moderate.