

Usher Job Description

The Usher is responsible for the seating and the safety of patrons in all performance venues in The Performing Arts Center, including, but not limited to: The Concert Hall (seating capacity of 1372); The PepsiCo Theater (seating capacity of 713); The Recital Hall (seating capacity 600); The Repertory Theater (seating capacity of 500) and other venues and spaces as directed. Front of House staff are expected to offer the highest level of customer service possible to guests, donors, visiting artists, artist management, patrons, and any other member of the public or administration they may encounter. Front of House Staff are also expected to carry out any job function management deems as appropriate and within the scope of caring and maintaining for the theater, customer service, audience experience, pre-show prep, post-show breakdown, guest and staff safety and security.

Responsibilities:

- Politely directing and escorting patrons to their seats.
- Providing patrons with programs and other relevant materials.
- Checking assigned section for cleanliness.
- Visually sweep the theaters to check for potential safety issues and lost and found items.
- Be aware of and enforce appropriate house rules.
- Remain at assigned post throughout the event unless taking an assigned break.
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Attend pre-event Usher meetings and other trainings as required by management.
- Demonstrate an in-depth knowledge of all venues within The Performing Arts Center and a good understanding of evacuation procedures from all points within each venue.
- Other duties as directed.

Requirements:

- Ability to lift 30 lbs. waist high, and able to assist with set up of furniture for events as directed.
- Ability to read small print.
- Ability to climb steps repeatedly.
- Ability to descend/ascend ramps and inclines/declines.
- Ability to stand for long periods of time.
- Work in a fast-paced, busy environment with environmental conditions such as noise, heights, dark/dim/absence of lighting.
- Ability to bend, stretch, reach and kneel without restriction.
- Communicate effectively in English.
- Must be able to open theater doors repeatedly throughout shift.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to and appreciation for the diverse ethnic, socio-economic, disability and gender diversity of guests and staff attending or working with the Performing Arts Center.
- Maintain a professional, neat and well-groomed appearance, adhering to PAC uniform requirements.
- Work varied shifts, including days, nights, weekends, and some bank holidays.
- Proof of eligibility to work in the United States.
- Experience with Two Way Radios is preferred.
- Must be available to work at least (10) ten hours per pay period (biweekly)