

## Usher- Part Time

Department: Front of House

Supervised By: House Manager, Assistant House Manager

Supervises: N/A

FLSA Status: Non-Exempt

The mission of the **Wallis Annenberg Center for the Performing Arts** (aka "The Wallis") is to create, present, and celebrate unique performing arts events and educational programs that reflect the rich cultural diversity of our community.

### DESCRIPTION

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An Usher is a part-time seasonal position, reporting to the House Manager and Assistant House Manager that is responsible for creating a positive experience for all Patrons & Guests and ensuring their safety while they visit The Wallis. An Usher is expected to pro-actively engage Patrons by answering questions and offering assistance when needed.

### REQUIREMENTS

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- Must have 1-3 years of customer service experience. Experience working in a theatre or arts related field preferred.
- Must have strong customer service skills, poise, and tact in dealing with Patrons, staff, and guests and be able to handle large groups of patrons
- Must have the ability to take initiative to identify and problem solve while using good judgment and be able to move quickly and maintain composure in an emergency.
- Attend regular meetings and job trainings as assigned.
- Must commit to be available to work at least two (2) performances per week during the season.
- High School diploma or equivalent is required.

### KEY RESPONSIBILITIES

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- Ensure a safe and enjoyable Patron experience by providing the highest standard of customer service. Respond quickly and courteously to all Patrons' needs, questions, comments, or concerns.
- Assist in program preparation including stuffing inserts, distributing programs to aisles, and putting away unused materials at the end of events.
- Assist with lobby set-up and break down.
- Greet all Patrons in a warm and welcoming manner.
- Work both indoor and outdoor events and/or performances in differing weather conditions.
- Get to know subscribers and donors and greet them appropriately.
- Provide assistance with any mobility devices.
- Monitor physical surroundings in assigned area prior to and throughout event for safety, cleanliness and functionality; notify House Manager of any concerns.
- Read/scan tickets and direct Patrons to the appropriate location.
- Seat Patrons in the correct manner as described in training.
- Answer event and facility questions including organizational and historical.
- Observe and enforce all Wallis policies, including but not limited to late seating, photography, and food and beverages in the house.
- Monitor door and Patron's entry and exit during the performance and assist as needed.
- Be aware of those Patrons who may be causing a disruption, taking pictures, talking or texting, etc.
- Clear assigned section and pick up discarded programs and inserts, etc. following a performance. Turn in any lost and found items.

- Pre-show and intermission restroom checks for tidiness and cleanliness and ensure necessary supplies are stocked or replenished.
- Lead Patrons to safety in the event of an emergency evacuation.
- Adhere to the Usher dress code at all times. (Some uniform pieces will be supplied with a refundable deposit.)

## PHYSICAL DEMANDS

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While performing the essential functions of this job, the incumbent must be able to do the following: stand for extended periods (up to 3 hours); be tolerant of heights; sit for extended periods; bend and reach for filing and other job-related functions; climb up and down stairs; bend, stoop, and lift to move and retrieve materials; pull, push, and lift up to 40 pounds; reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work and be able to read small or fine print in lower lighting levels. Manual dexterity to operate computer and other office equipment required.

The physical demands described above 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.

***The above statements are intended to describe the general nature and level of work performed by individuals assigned to this position; they do not purport to describe all functions of the position. Employees may be assigned other duties and the essential functions of the position may change or be changed as necessary.***

***By signing below, I acknowledge that I have read and understand my job responsibilities and are able to carry out such responsibilities.***

***Employee's Name*** \_\_\_\_\_

***Date*** \_\_\_\_\_

***Employee's Signature*** \_\_\_\_\_