

## Usher (Part-Time)

### ABOUT US

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Deeply rooted in our local Beverly Hills community and influenced by cultural change, the Wallis Annenberg Center for the Performing Arts, a public-private partnership with the City of Beverly Hills, strives to be a site for the convergence of relevant, dynamic performing arts, education and civic life, strengthening our local and global community is our role as a presenter, producer, educator and community resource. We approach our work with the pioneering creative spirit of Beverly Hills and greater Los Angeles, while also recognizing that we live in a multi-cultural every-changing world guided by our core values of Trust, Artistic Courage, Enlightenment, Cooperation, Communication, Diversity, Equity and Inclusion, and Accountability.

The campus itself is a breathtaking 70,000-square-foot facility celebrating the classic and the modern and has garnered six architectural awards. The restored building features the original 1933 Beverly Hills Post Office (on the National Register of Historic Places), which serves as the theater's dramatic yet welcoming lobby, and includes the contemporary 500-seat, state-of-the-art Bram Goldsmith Theater; the 150-seat Lovelace Studio Theater and an inviting open-air plaza for family, community and other performances.

### ABOUT THE JOB

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Do you have a passion for the performing arts, theatre, music & dance? Do you enjoy sharing that passion with others? Are you looking for flexible part-time work that combines your love of the arts with your passion for excellent customer service?

The Wallis is pro-actively seeking dedicated, engaging, customer service-oriented professionals for future openings on our team as a **Part-time Usher** on the Front of House team, reporting to the Front of House Management team, this role a part-time customer service role who pro-actively engaging patrons by answering questions and offering assistance when needed to create an enjoyable and positive experience for all patrons and guests and ensuring their safety while they visit The Wallis. The successful candidate must be able to commit to being available to work at least two (2) shifts per week, with one of those shifts falling on the weekend. Shifts are primarily nights and weekends, with a few occasional weekday and morning shifts.

### WHAT YOU'LL DO

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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 the outdoor or indoor 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 the assigned area before and throughout the 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. Politely remind patrons to follow necessary COVID-19 protocols as needed, including required social distancing and masking requirements;
- 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).

## **SKILLS & EXPERIENCE NEEDED**

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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 the 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 training as assigned;
- Must commit to being available to work at least two (2) performances per week during the season;
- A High School diploma or equivalent is required.

## **COMPENSATION & BENEFITS**

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This position is an hourly, non-exempt position. This is a part-time position and is eligible for Los Angeles Sick Leave (LASL) benefits and other statutory benefits. The Wallis provides paid parking.

## **HOW TO APPLY**

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Please email your resume to [jobs@thewallis.org](mailto:jobs@thewallis.org) and include **PT Usher** in the subject line.

**No phone calls, please.**

*The Wallis Annenberg Center for the Performing Arts is an Equal Opportunity Employer committed to diversity and encourages applicants of any age, national origin, race, ethnicity, religion, sexual orientation, political affiliation, or gender.*