

POSITION DESCRIPTION

POSITION: Volunteer Usher

DEPARTMENT: Event Services

JOB PURPOSE AND REPORTING STRUCTURE: Under the direction of the volunteer manager, and the general supervision of the event services department staff, the volunteer usher serves the tenants and patrons of the Marcus Center for the Performing Arts.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

- Controls admission into theaters.
- Serves as ticket takers and direct patrons to their seats. Responsible for crowd control and securing various areas of the building and grounds during performances/functions.
- Escorts patrons to their seats, asking them to be safety conscious as they enter the theater and ensuring the fact that patrons are occupying the seats that they had purchased. Provides wheelchair escort upon patron request.
- Reports emergency situations and assists the management staff in handling them.
- Executes tornado alert procedures and evacuation procedures upon the direction of management.
- Inserts advertisements into programs and distributes them to patrons.
- Enforces no smoking policy in building. Prohibits food and drink from entering the theaters unless directed otherwise. Prevents patrons from bringing recording equipment into the theaters and stop patrons from taking pictures inside the theaters unless directed otherwise. Enforces latecomer seating policy of performing groups.
- Attends usher meetings.
- Checks coats.
- Searches for lost articles and turns them in to the house manager.

MARGINAL POSITION FUNCTIONS

- Occasionally will sell the merchandise of a performer or performing group.
- Answers to Marcus Center Management and performing group contact personnel.
- Responsible for preventing non-paying individuals from entering the theater.
- Responsible for preventing distractions from ruining any performances.

QUALIFICATION EXPERIENCE: To perform the duties of a volunteer usher successfully, a volunteer must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience:

- Ability to provide ushering services for the performances presented by First Stage Children's Theater either on weekdays, weeknights and/or weekends—on a regular basis.
- No experience is required.

Certificates, Licenses, Registrations:

- Helpful to have CPR and First Aid Certification.

Leadership Skills:

- Ability to act calmly in emergency situation.
- Must be able to assume control of the floor and seating section where the volunteer is assigned.

Supervisory Responsibilities:

- Must be able to supervise the behavior of the patrons in the building.

Contact Responsibilities:

- Must be able to communicate effectively with performing group contact and the general public (customer).

Language Skills:

- Ability to effectively present information and respond to questions.
- Ability to read, analyze and interpret instructions and documents.
- Ability to communicate effectively with other employees of the organization along with the general public.
- Must be able to speak English intelligibly.

Mathematical Skills:

- Ability to add, subtract, multiply and divide in all units of measure using whole numbers.

Reasoning Ability:

- Ability to think logically and use good judgment.
- Ability to apply common sense understanding to carry out instructions furnished in written or oral form.

Other Skills and Abilities:

- Must be able to use a wheelchair.
- * Must have computer access as each volunteer creates a monthly work schedule electronically

Supervision:

- Must be able to function with supervision.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by a volunteer usher to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of a volunteer usher, the volunteer is extensively required to stand; walk; talk or hear and use hands to finger, handle or touch. The volunteer is occasionally required to climb or balance; stoop, kneel, crouch or crawl and reach above shoulders. The volunteer is occasionally required to push patrons in wheelchairs. The duties of this position require the use of close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

VOLUNTEER ENVIRONMENT: The environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the volunteer is exposed to the following: ushering in high, precarious places.

The noise level in the volunteer environment is usually moderate.