The American Repertory Theater believes that the audience’s experience begins not when the curtain goes up, but instead as soon as they enter the door to the building. That means that every member of the Patron Services team—of which the Front of House (FOH) staff is an integral part—are not merely in place to sell and scan tickets or to serve concessions, but rather to be ambassadors of the organization.

**Usher Job Description:**

Under the direction of the Front of House Manager, the Usher contributes to the audience experience through the safety and seating of patrons in the Loeb Drama Center, and occasionally at outside venues at other Harvard University buildings. Front of House staff are expected to offer the highest level of customer service possible to all patrons and any other member of the public or staff they may encounter. Front of House Staff are also expected to carry out any job function the House Manager deems as appropriate, which may include care and maintenance of the theater, pre-show preparation, post-show breakdown, and ensuring guest and staff safety and security.

**Responsibilities include:**

- Arriving promptly to the theater and being ready to work when shift begins.
- Scanning patrons’ tickets upon arrival.
- Politely directing and/or escorting patrons to their seats.
- Assisting mobility impaired patrons to our first-floor restrooms.
- Providing patrons with programs and other relevant materials.
- Maintaining the cleanliness of all public areas.
- Visually sweeping the theaters to check for potential safety issues, lost and found items, and/or trash.
- Being aware of and enforcing appropriate house/theater rules.
- Remaining at assigned post throughout the event, unless taking an assigned break or directed otherwise.
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Attending pre-event Usher meetings and other trainings as required by management.
- Any other duties as directed.
**Position Requirements:**

- Must be a team player with the ability to adapt to different situations with ease.
- Must be a self-starter and proactive in their work.
- Communicate with a wide variety of personalities and help to resolve situations requiring diplomacy, tact, friendliness, poise, and firmness.
- Demonstrate an understanding of, sensitivity to, and appreciation for the diverse ethnic, socio-economic, disability, and gender diversity of patrons and staff attending or working with the American Repertory Theater.
- Maintain a professional, neat, and well-groomed appearance adhering to A.R.T. FOH uniform requirements.
- Must be able to multi-task and perform in high stress situations.
- Experience with Two Way Radios is welcome, but not necessary.
- Proof of eligibility to work in the United States; must be at least 16 years of age.
- Work varied shifts, including nights, weekends, and some holidays.
- Must be available to work at least 2 shifts per week.

**Physical Requirements:**

- Ability to lift 50 lbs waist high, as well as ability to assist with set-up of furniture for events as needed.
- Ability to read small print.
- Ability to descend/ascend stairs repeatedly.
- Ability to stand for long periods of time.
- Work in a fast-paced, busy environment with environmental conditions such as noise, dark/dim/absence of lighting, and/or large crowds.
- Ability to bend, stretch, reach, and kneel without restriction.

**Salary:**

- Hourly at $12/hour

**A.R.T. Mission Statement:**

The A.R.T. expands the boundaries of theater by transforming the ways in which work is developed, programmed, produced, and contextualized, always including the audience as a partner.

*The A.R.T. & Harvard University are Equal Opportunity Employers.*