

## WHAT IS AN USHER?

**POSITION TITLE:** Volunteer Usher

**DEPARTMENT:** Guest Services

**REPORTS TO:** Front of House

**POSITION CONCEPT:** To act as a goodwill ambassador of the Kravis Center by assisting all Front of House staff in providing excellent customer service to our guests and insuring public safety.

### **DUTIES AND RESPONSIBILITIES:**

- Provide general information about the Kravis Center and its various venues.
- Ensure that guests are properly seated and that late seating policies are followed.
- Assist with guest seating and ticketing situations.
- Responsible for handing out and picking up programs, stuffers, etc.
- Assist Front of House with the enforcement of the camera/tape policy for each event.
- Alert Management to any guest's special needs or emergency situations.
- Adhere to a strict Dress Code as outlined in the Usher Manual.
- Purchase required clothing and approved equipment.
- Other duties as assigned by Management.

### **QUALIFICATIONS:**

- Must be 18 years or older.
- Must possess a positive attitude; be flexible, friendly and courteous with guests, staff and peers.
- Must be physically capable of performing all usher tasks.
- Able to stand for at least 90 minutes.
- Able to bend and lift up to 5 pounds.
- Able to read small print in low light.
- Able to easily walk up and down stairs without assistance
- Able to hear, understand and follow verbal directions.
- Must be mentally capable of performing all Usher tasks.
- Must be prepared.
- Able to troubleshoot problematic situations.
- Able to be alert and think quickly in an emergency.

**RELATED EXPERIENCE:** Prior volunteer experience and/or theater experience is a plus.

### **UNIFORM:**

Button down, long sleeved, white shirt.

Solid black pants or solid black skirt.

Completely black, closed-toe, closed-back shoes.