

USHER

POSITION SUMMARY:

An Usher at BroadStage serves to create a welcoming and safe environment for the public. They are key to, and responsible for, creating a positive experience for all Patrons & Guests while visiting or attending any program presented by BroadStage. An Usher is expected to proactively engage Patrons by answering questions and offering assistance when needed. This position is a part-time seasonal role, reporting to the Theatre Operations Manager.

REPORTING STRUCTURE

This position is part of the Production and Theater Operations Department, under Front of House, headed by the Director of Production and Theater Operations. An Usher will directly report to the Theatre Operations Manager or House Manager scheduled at the time of the shift. This position will be trained by the Theatre Operations Manager.

This position requires annual retraining at the start of each season to enforce all life safety and evacuation safety protocols.

ESSENTIAL DUTIES AND RESPONSIBILITIES*:

- 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 event set-up and breakdown.
- Work at both indoor and outdoor events and/or performances in differing weather conditions.
- Get to know subscribers and donors and greet them appropriately.
- Provide assistance for all special needs Patrons including, mobility devices, service animals, distributing large-print programs, assistive listening devices (ALDs), and/or assisting patrons with other impairments.
- 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 BroadStage policies, including but not limited to, late seating, photography, and no 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.

**This summary of job duties and responsibilities is not intended to cover all possible job duties and is subject to change at the employer's discretion.*

QUALIFICATIONS AND REQUIRED SKILLS:

- Experience, ability, and commitment to working with individuals and teams that are mixed across lines of difference such as race, gender-identity, sexual orientation, religion, ability, age, class, and immigration status.
- Ability to communicate clearly and effectively with patrons, donors, and colleagues
- Highly diplomatic and service oriented with the ability to be sensitive towards audience needs
- Must have 1-3 years of customer service experience. Experience working in a theatre or arts related field preferred.
- Formal, informal, and cross-disciplinary experiences will be considered; High School Diploma or GED equivalent preferred
- Evening and weekend availability required
- Respect for and general interest in the performing arts highly preferred

PHYSICAL DEMANDS

The physical demands described here 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 to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand; The employee must be able to stand for long periods of time; the employee may have to climb one or more flights of stairs, be tolerant of heights, as well as move about on the upper levels of the theater
- Specific vision abilities required by this job include seeing in the dark with use of flashlight, close vision, distance vision, color vision, peripheral 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
- While performing the duties of this job, the noise level in the work environment can be quiet to very noisy
- The employee is regularly required to use hands to handle, or feel objects, tools, or controls; reach with hands and arms; and will lift and/or move up to 40 pounds

COMPENSATION

\$17.50/Hour; Part-Time Non-Exempt, Seasonal

HOW TO APPLY

Please submit a Resume and a Statement of Interest, including how your skills meet the job description to foh@broadstage.org. Include "Usher" in the subject line of the e-mail.

At BroadStage, we believe that the performing arts are a source of joy, nourishment and connection, and that art flourishes when we all cooperate to create a space for it. BroadStage recognizes that the values of equity, diversity, inclusion, access, justice and respect must be fundamental to our work, and it is the responsibility of our staff, artists and patrons to create a welcoming environment for all. We take pride in the culture we are cultivating within our organization, as we celebrate the differences that bring us closer together. To learn more visit www.broadstage.org.

BroadStage is an Equal Opportunity Employer and all qualified applicants for employment will have full and equal access to employment opportunities.