



Volunteer Job Description - Usher

Ushers act as hosts at ArtSpring events, being open, friendly and welcoming to patrons. Their primary function is to help patrons enjoy the ArtSpring experience, through greeting, ticket checking, giving out programs, and helping find seats. A secondary function is to effectively assist patrons in an emergency.

There are a minimum of two ushers per event. A third usher may be added if there are merchandise sales, or a requirement for additional crowd control.

TIME REQUIREMENT:

A shift for ushers generally lasts three hours, but can be shorter or longer. Ushers must stay for the entire shift. The frequency of usher opportunities will vary based on the number of shows booked at the theatre.

RESPONSIBILITIES:

- Check email list of new events sent by Coordinator of Volunteers, and sign-up for no more than 2 shows/events per month using www.signupgenius.com
- Arrive one hour prior to events.
- Dress appropriately for theatre etiquette (black tops and bottoms, and closed-toe shoes) and wear ArtSpring Volunteer nametag during shift.
- Be aware of special information about each show as relayed by the Duty Manager.
- Monitor physical surroundings in assigned area prior to, during, and at event's end for safety, cleanliness and functionality.
- In case of emergency, assist in directing patrons through safety exits and assist with established emergency procedures.
- Assist Duty Manager with procedures for injuries, illness, etc. Assist patrons with disability-related issues.
- Attend required training sessions and meetings.

QUALIFICATIONS:

- Understand and adhere to established policies and procedures.
- Ability to provide accurate knowledge to patrons regarding venue logistics (i.e. location of box office, restrooms, phones, concessions, coat check, etc.)
- Ability to repeatedly climb stairs – up and down – and comfortable working on multiple levels -- to ensure effective event procedure in all areas of theatre.
- Familiarity with location of safety exits and use of emergency equipment.
- Willingness to work a variety of diverse events including those that aren't of personal interest.
- Willingness to work flexible hours, including evenings, weekends, and holidays.
- Willingness to sign a confidentiality agreement.