



Marcus Performing Arts Center Position Description

Job Title	Usher
Department	Event Services
FLSA Status	Non-Exempt
Employment Status	Part Time

JOB SUMMARY

Under the general supervision of the Director of Event Services, and the Theater Manager, the Usher provides customer services to the tenants and the patrons of the Marcus Performing Arts Center to ensure the smooth operation of the Event Services Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Carries out the duties outlined in the Usher Department Manual.
- Provides respectful, attentive, professional and friendly service to all patrons and to persons who are members of the performing groups and the organizations that we serve.
- Monitors patron compliance with wearing a face mask. Addresses patrons who are not complying. Reports uncooperative patrons to the Theater Manager, Head Usher, Usher Captain, or a Security Guard. This responsibility includes monitoring patron compliance inside the theater while the performance is in progress.
- Supervises customers with children to make sure that they are following COVID-19 safety practices. Customers with children must ensure that their children stay next to the parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.
- Manages patron compliance with 6-foot physical distancing in the lobby and theaters.
- Supervises and assists patrons with self-service ticket scanning – providing directions to patrons on how to scan their tickets. Monitors each scan on the screen of the self-service ticket scanner to ensure that only patrons with valid tickets are being admitted. Directs patrons with ticket issues to the Box Office or notifies a supervisor.
- Assists patrons with finding their seats by providing directions from a 6-foot distance, whenever possible.
- Directs patrons to “Watch Their Step” as patrons move in and out of the theater.
- Prevents patrons from entering the theater until the house is opened for seating.
- Enforces the policies of the performing groups, including the policies when the performing group does not allow patrons to be seated while the performance is in progress. Enforces the no recording, no picture taking policy when serving at performances when doing so is prohibited.
- Manages the traffic flow pattern of patrons before, during, and after performances to help patrons distance themselves from other patrons.
- Reports emergencies to the Theater Manager, Head Usher, Usher Captain, or Security Guard. Carries out the directions of management in emergency situations.
- Supervises patron self-service locations where patrons check out and use our wheelchairs, booster seats, and listening devices.
- Prioritizes maintaining a quiet and controlled theater, and lobby, during performances to prevent distractions and disruptions from impacting the performing group and our patrons. Reports disorderly patrons to the Theater Manager, Head Usher, Usher Captain, or a Security Guard. Closes open theater doors during performances, as necessary.
- May be asked, or assigned, to handle merchandise sales transactions, assist with managing the products, manage patron traffic flow control at the sales location, etc.
- Pays attention to lost and found items. Checks theater seats for lost and found items after performances. Turns these items in to the Security Staff or to management.
- May be asked, or assigned, to provide other miscellaneous ushering services or customer services, as needed.

MARGINAL DUTIES

- May be asked to assist with dressing/undressing tables, setting up/taking down easels, setting up/taking down directory signs, and setting up/moving crowd control stanchions.

REQUIREMENTS

- A background check.
- Familiarity with and access to a computer, with the ability to consistently access the internet and read and respond to emails sent to your email address. Ushers must be willing to manage their schedule through our online tool – Better Impact.
- To receive training that includes the discussion and presentation of the MCPA's racial equity, diversity, and inclusion goals, and curriculum, as part of the orientation and training process of becoming an usher.
- Complying with COVID-19 wellness screening and completing the COVID-19 wellness checklist/questionnaire before coming to the MPAC. Stay home if sick.
- To stand a distance of 6-feet from patrons and staff, at all times, whenever possible.
- Wearing a face mask that is acceptable. Wearing disposable gloves. Personal protective equipment is available to the Ushers at the MPAC.
- Frequent, proper hand washing. Using hand sanitizer.

QUALIFICATION EXPERIENCE

To perform this job successfully, an individual 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.

Education and Experience

Two years of high school or equivalent. Ability to work a varied schedule including weekends. No experience is required.

Certificates, Licenses, Registrations

Helpful to have CPR and automated external defibrillator certification.

Leadership Skills

Ability to act calmly in emergency situations. Must be able to assume control of managing the area where the Usher is assigned.

Supervisory Responsibilities

Must be able to supervise the behavior of patrons where the Usher is assigned.

Contact Responsibilities

Must be able to communicate effectively with the Security Staff, Engineers, Cleaning Staff, Box Office Staff, Food Service Staff, performing group contact and the general public (customer).

Language Skills

Ability to effectively present information and to respond to questions. Ability to read, analyze and interpret instructions and documents. 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 Skills

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

Other Skills and Abilities

- Must understand the seat section identification, seat numbering, and floor plans of the theaters.
- Must understand how to operate a ticket scanner and the action to take when error messages appear.

Supervision

Must be able to function with little supervision.

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 this job, the employee is extensively required to stand; walk; talk or hear and use hands to finger, handle or touch. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl and reach above shoulders. The employee is occasionally required to lift program boxes, move stanchions, easels, and directory signs. The duties of this job require the use of close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 exposed to the following: work in high, precarious places; and work in outdoor weather conditions.

The noise level in the work environment is usually moderate.

**Send resume, salary requirements and three references to:
Marcus Performing Arts Center, Attn HR, 929 North Water Street, Milwaukee WI 53202
or via e-mail to jobs@marcuscenter.org**

Marcus Performing Arts Center is an equal opportunity employer.