



**Marcus Performing Arts Center  
Position Description**

<b>Job Title</b>	Head Usher
<b>Department</b>	Front of House
<b>Reporting To</b>	Theater Manager
<b>FLSA Status</b>	Non-exempt
<b>Employment Status</b>	Part Time
<b>Direct Report(s)</b>	None

**JOB SUMMARY**

Under the general supervision of the Theater Manager and the House Managers, the Head Usher assists with supervising the Volunteer Ushers, supports the House Manager and provides guest services to ensure the smooth operation of the Front of House Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Performs the duties outlined in the Head Usher Manual.
- Provides respectful, attentive, professional and friendly service to all guests.
- Operate ticket scanners.
- Leads the Volunteer Ushers, including advising the Theater Manager and/ or House Manager(s) of job performance issues.
- Communicates event-related information to the House Manager during or after the event.
- Records personal work hours via Paylocity.
- Enforces the FOH guidelines of the artist companies.
- May be assigned to handle merchandise sales, including keeping count of merchandise inventory, safeguarding cash and merchandise, processing sales transactions and managing guest traffic flow at the sales location.
- Collects lost and found articles and turns the items in to the Security Department.

This job describes the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time.

**QUALIFICATION REQUIREMENTS**

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 abilities required.

- Cleared Background check.
- Manage personal schedule through the online tool Better Impact.





- Receive training that includes the discussion and presentation of the MPAC’s racial equity, diversity, and inclusion goals and curriculum, as part of the orientation and training process of becoming a Head Usher.

#### **Knowledge, Skills and Abilities**

- A commitment to the arts and arts education.
- Ability to be appreciative of diverse perspectives, and a commitment to the organization’s initiatives regarding racial equity, diversity, and inclusion (REDI)
- Ability to work a varied schedule including weekends.
- Understand ticket scanner functions and the action to take when error messages appear.
- Ability to act calmly in emergency situations and take initiative in solving problems.
- Must be able to direct the actions of the Volunteers Ushers.
- Ability to effectively present information and respond to questions.
- Ability to communicate effectively and intelligibly with other employees of the organization and the public.

#### **Other Skills and Abilities**

- Able to operate a wheelchair, hand truck, keys, two-way radio, and credit card processing technology.

#### **WORK ENVIRONMENT / JOB SPECIFICATIONS**

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 and hear, and use hands to finger, handle and touch. The employee is occasionally required to climb, balance, stoop, kneel, crouch, crawl and reach above shoulders. The employee may be required to lift program boxes and push a cart loaded with program boxes. The employee will move stanchions, easels, and directory signs. The duties of this job require close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

While performing the duties of this job, the employee is exposed to work in high places, and work outdoors.

The noise level in the work environment is usually moderate.