



**Marcus Performing Arts Center
Position Description**

Job Title	Usher
Department	Guest Services
Reporting To	Guest Services Manager
FLSA Status	Non-exempt
Employment Status	Part-time
Direct Report(s)	None

JOB SUMMARY

Under the general supervision of the Guest Services Manager, with support from the Guest Services Coordinator and shift leadership provided by House Managers, the Usher provides exceptional guest services and operational support during performances and events.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet and assist guests upon arrival, creating a warm and welcoming atmosphere.
- Direct guests to their seats and communicate relevant venue and event information.
- Scan tickets and provide clear directions to seating and nearby amenities.
- Provide wayfinding assistance throughout the facility.
- Respond to guest questions and resolve concerns promptly and professionally.
- Seat late arrivals and re-seat guests during appropriate breaks in performances.
- Apply customer service best practices when assisting guests of all abilities.
- Remain knowledgeable about upcoming events, community engagement, and accessibility programs, and share relevant information with guests when appropriate.
- Monitor audience behavior and ensure adherence to venue and event policies to maintain a safe and respectful environment.
- Follow and enforce Front of House guidelines from artist and production teams.
- Support emergency procedures and assist with the safe evacuation of guests when necessary.
- Support crowd flow and safe movement of guests before, during, and after performances.
- Identify and report facility or safety concerns (spills, hazards, maintenance issues, or damaged seating) to appropriate staff.
- Maintain clear, professional communication via two-way radio to coordinate guest services and report issues.
- Support Volunteer Ushers and communicate performance observations to the Guest Services Manager, Guest Services Coordinator, and/or House Manager(s).
- Foster a positive, inclusive, and collaborative team culture.



- Represent MPAC with professionalism in appearance, demeanor, and guest interactions.
- Assist with maintaining cleanliness and organization in Front of House areas.
- Provide wheelchair service to guests as assigned.
- Support merchandise sales as assigned, including tracking inventory, safeguarding cash and products, processing transactions, and managing guest traffic.
- Collect and submit lost and found items to the House Manager on duty.
- Manage personal schedule using the Better Impact online system.
- Accurately record work hours in Paylocity.
- Attend and participate in all required trainings.

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.

Education and Experience

- Previous customer service or hospitality experience is a plus, but not required
- Must meet the minimum shift requirement of three shifts per month

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)
- Strong commitment to delivering exceptional guest experiences
- Ability to anticipate guest needs and respond promptly and appropriately
- Excellent interpersonal skills and the ability to interact with individuals from diverse backgrounds
- Ability to collaborate and work effectively as part of a team
- Comfort using technology and learning new systems
- Positive, adaptable attitude in fast-paced environments
- Strong problem-solving and decision-making skills in high-pressure situations
- Ability to remain calm in emergency situations and take initiative when needed
- Flexibility to work evenings, weekends, and holidays based on performance schedules



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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is extensively required to stand and walk for extended periods, navigate stairs and multi-level seating areas, communicate with guests and team members, and handle objects or equipment. Close vision is required for tasks such as reading tickets and event information. The employee must be able to operate a two-way radio.

Work may occasionally take place outdoors depending on event and operational needs. The noise level in the work environment is usually moderate.