

Washington Pavilion Management, Inc.

Position: Lead Usher (PT)

Basic Responsibilities of Position

Supervision of volunteer ushers and resolving ticket and customer service issues.

Organizational Relationship

This position reports to the Husby Performing Arts Center Director and Assistant Manager.

Specific Duties and Responsibilities

- Supervise and maintain leadership of assigned floor.
- Greet all visitors, make eye contact, and direct them to their seats.
- Provide information to visitors on request (performance times, directions, history, etc.)
- Possess ability to use electronic handheld devices, such as scanners for tickets.
- Participate in opening and closing procedures.
- Note and report irregularities or discrepancies to immediate supervisor.
- Monitor visitors during performance and take appropriate action to correct any disruptive behavior.
- Assist ushers with SOP of ushering.
- Know the emergency evacuation plan and assist in emergency situation.
- In constant radio contact with House Manager.

Other

- Perform other related duties as assigned by Washington Pavilion Management staff.
- Represent Washington Pavilion Management, Inc. in a positive, professional manner.
- Work closely with volunteers and treat them with respect. Acknowledge them as members of the Husby staff, thank them for their assistance.

Qualifications

- Knowledge of general customer service practices.
- Ability to stand for long periods of time and to climb stairs frequently.
- Must have and maintain a positive attitude, have tolerance of diversity, and respect for coworkers, and artists (professional or amateur).
- Ability to read and speak English clearly.
- Ability to delegate tasks and duties to the volunteer staff.
- Ability to lift 50 pounds.