

Head Usher (Part-time)

Head Ushers are members of the Irvine Barclay Theatre Operating Company (IBT) Front of House (FOH) staff reporting to Lobby Captains. Head Ushers are responsible for management of an assigned group of paid and volunteer ushers at performances or events in the Barclay where the public is present.



Duties and Responsibilities

1. Under the direction of a Lobby Captain, work with and supervise an Usher team of up to six people comprised of paid part-time employees and volunteers, accomplishing the following work:
 - Scanning online or print-at-home tickets for patron entry to the venue
 - Directing patrons to their seat locations
 - Answering patron questions about the venue and performances
 - Assisting with pre- and post-show auditorium and lobby preparation

Knowledge, Skills and Abilities

1. Demonstrable understanding of, and experience with, best practices in customer service
2. Excellent verbal and interpersonal communication skills are required
 - Must be patient, gracious and composed in conversations with patrons
3. Knowledge of, and experience with, working with and managing volunteers

Education and Experience

1. Minimum of one year of work in Front of House roles at a performing arts venue is required
2. Demonstrated ability to interact with co-workers and patrons in a manner based on exceptional courtesy
3. Currently working toward an undergraduate degree from an accredited institution of higher education is the minimum educational requirement

Work Standards

1. Consistent demonstration of personal accountability, initiative and commitment to IBT's mission is expected
2. Demonstrable on-going mutual respect for internal and external colleagues is required
3. A work process that includes a personal emphasis on innovative problem solving through collaboration is essential
4. An ability to gracefully handle challenges in the context of a fluid and typically fast-paced daily work flow is vital

Other

- Reports to: Lobby Captains
- Supervisory responsibility: Ushers
- Compensation: Part-time, hourly, starting at \$16/hr.
- Work-from-home eligible: No
- Working hours: Variable, agreed weekly schedule that will include nights and weekends
- Physical requirements:
 - Must be able to stand for long periods of time (at least one hour)
 - Must be capable of walking up and down stairs/inclines
 - Must be able to periodically lift items of up to 20lbs.
 - Must be able to assist others in cases of emergency
- COVID-19 related requirements:
 - IBT requires all full-time employees to be fully vaccinated against COVID-19
 - IBT strongly encourages all part-time employees to be fully vaccinated against COVID-19
 - If a vaccine is not possible for medical reasons or sincerely held religious beliefs, an employee will be required to show weekly proof of a negative COVID-19 test (molecular, PCR or antigen) before being allowed to work. Home test kit results are not acceptable.
 - Presently, IBT staff working performances are required to wear masks at all times and in all locations in the venue.