

Usher (Part-time)

Ushers are members of the Irvine Barclay Theatre Operating Company (IBT) Front of House (FOH) staff reporting to Head Ushers. Ushers are the primary point of contact for patrons attending performances or events in the Barclay.

Duties and Responsibilities

1. Scan online or print-at-home tickets for patron entry to the venue
2. Direct patrons to their seat locations
3. Answer patron questions about the venue and performances
4. Assist 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. Good verbal and interpersonal communication skills are required
 - o Must be patient, gracious and composed in conversations with patrons

Education and Experience

1. Minimum of one year's work in customer service roles is required
2. Previous work at a performing arts venue will be considered a plus
3. Demonstrated ability to interact with co-workers and patrons in a manner based on exceptional courtesy
4. 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, integrity, 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

- o Reports to: Head Ushers
- o Supervisory responsibility: None
- o Compensation: Part-time, \$16/hourly
- o Work-from-home eligible: No
- o Working hours: Variable, agreed weekly schedule that will include nights and weekends
- o Physical requirements:
 - o Must be able to stand for long periods of time (at least one hour)
 - o Must be capable of walking up and down stairs/inclines
 - o Must be able to periodically lift items of up to 30lbs.
 - o Must be able to assist others in cases of emergency