



## **USHER**

### **Job Description**

The usher is responsible for the seating and the safety of patrons at all performances and events at the convention center, auditorium arena and banquet hall spaces. Front of House staff are expected to offer the highest level of customer service possible to guests, visiting artists, artist management, patrons and any other member of the public or administration they may encounter. Front of House staff are also expected to carry out any job function management deems as appropriate within the scope of caring and maintaining for the building, customer service, audience experience, pre-show prep, post show breakdown, guest and staff safety/emergency response/security.

### **Responsibilities**

- Politely directing and escorting patrons into the building to their seats.
- Check bags for weapons and other prohibited items.
- Visually sweep the areas for potential safety issues and lost and found items
- Be aware of and enforce appropriate house rules.
- Remain at assigned post throughout the event unless taking an assigned break.
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Attend pre-event Usher meetings and other trainings as required by management.

- Demonstrate an in-depth knowledge of all venues within the convention center and a good understanding of evacuation procedures from all points with the convention center.
- Ability to use technology to scan tickets and read fine print.
- Other duties as directed.

### **Requirements**

- Ability to be mobile.
- Ability to stand for long periods of time.
- Ability to walk and climb steps repeatedly.
- Work in a fast-paced busy environment conditions such as noise, heights dark/sim/absence of lighting.
- Communicate effectively in English.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness.
- Demonstrate an understanding of, sensitivity to and appreciation for the diverse ethnic, socio-economic, disability and gender diversity of guests and staff attending or working for the convention center.
- Maintain a professional, neat and well-groomed appearance adhering to convention center uniform requirements.
- Work varied shifts, including nights, weekends and holidays.
- High School Diploma or equivalent.
- Proof of eligibility to work in the United States.

**To be considered, pick up an application at the Main Office of the Pine Bluff Convention Center or fill out the online application.**

**Thanks for your interest.**