

USHER /GREETER /TICKET TAKER

The Role:

As an usher, greeter or ticket taker, you help to ensure safety, help to maintain the cleanliness of the venue and engage with guests to assist with their needs before, during and after the show.

Job Functions:

- Greet guests, scan guest tickets upon entry to the venue, answer guest questions, assist guests with locating their seats and examine tickets for entry to various seat levels around the venue during the event.
- Assist with keeping the venue safe, clean, and presentable to the guest.
- Resolve guest complaints or problems.
- Examine tickets or passes to verify authenticity.
- Provide assistance to with guests with special needs, such as helping with seat accommodations.
- Show CARE by participating in venue recycling efforts before, during and after the show.
- Guide guests to exits or provide other instructions or assistance in case of emergency.
- May assist in verifying staff credentials to generally restricted areas.
- Show CARE by participating in the venue's sustainability program which could include implementing programs that conserve resources/prevent waste such as sorting waste and collecting recycling and educating our fans about our efforts.
- Partner with fellow band members at the end of show to close the venue- this may include collecting recyclables from the lawn and/or reserved section, picking up and properly storing event equipment such as lawn chairs, barricade, Etc.
- Assist patrons by giving directions places inside or outside the venue.
- Ensure guests are safely enjoying the show.
- Additional tasks as requested by management.

Qualifications:

- High School Diploma or equivalent preferred
- At least 1+ year in a guest service role preferred
- Excellent verbal, written and interpersonal communication skills
- Acute sense of judgment, tact and diplomacy
- Position requires constant walking, climbing stairs and occasional sitting, lifting and carrying 25 lbs.+