

## **Usher – Job Description**

### MEANY HALL FOR THE PERFORMING ARTS

#### General

An usher, reporting to the House Manager, serves as a front-line contact person for all events by providing excellent customer service and assisting in crowd control.

#### Duties

- Support all events at Meany Hall as a customer service ambassador.
- Greet guests in a friendly, service-oriented manner.
- Tear tickets, hand out event materials, direct patrons to seat locations.
- Provide assistance to guests with special needs.
- Uphold Meany Hall policies and procedures.
- Respond to patron inquiries and concerns.
- Provide information regarding events and facilities.
- Ensure that aisles, stairways, etc. are kept clear in compliance with safety regulations.
- Knowledge of Meany emergency procedures and guide guests to exits or provide other instructions/assistance in case of emergency.
- Notify appropriate supervisor of unresolved patron concerns, emergencies or unsafe conditions.
- Assist with patron egress by clearing house and lobby following events.
- Operate a 2-way radio and wear a headset when using.
- Assist with event and reception set-up/tear-down.
- Assist with inventory of sales merchandise pre and post show as needed.
- Assist in merchandise sales as needed.
- Present a positive image of Meany Hall for the Performing Arts and the University of Washington.

#### Qualifications:

- Minimum availability of 10 event dates per month.
- Ability to work primarily in the evenings and on weekends.
- Must be able to stand for up to 4 hours at a time, frequently climb and negotiate stairs, and lift up to 25 lbs.
- Demonstrated customer service skills.
- Ability to communicate respectfully and clearly.
- A strong desire to work with the public.

Pay rate:

Starting rate is \$16.00/hour

Application: send cover letter and resume to Nancy Hautala ([bnancy@uw.edu](mailto:bnancy@uw.edu))

**UW students preferred.**