

Job title	Front of House Usher
Reports to	<i>Al Green Theatre Booking Coordinator; on duty FOH Supervisor</i>
Department	<i>Bookings</i>

Job Purpose

A member of the front of house team, the usher is responsible for the overall customer experience of the patrons and guests of the Al Green Theatre. Their primary function is to greet guests, uphold theatre policy and ensure the overall safety of the patrons.

Primary Duties and responsibilities

Patron Safety

- Lead patrons out of the building during emergency evacuations
- Administer first aid as needed
- Uphold theatre policies

Customer Service / Patron Management

- Seat patrons
- Enforce theatre policies
- Resolve patron disputes
- Address patron/client questions and concerns
- Distribute programs and other specified marketing materials
- Address and assist with accommodation requests, feedback or concerns
- Manage distribution of listening assist devices for patrons and inform FOH Supervisor when in use

Event Support

- Assist the FOH Supervisor in the operation of the Al Green Theatre during events
- Provide support to event planners/participants as required/directed by the FOH Supervisor on duty
- Manage Q & A microphones
- Manage Meet & Greet or other line ups inside the venue

FOH Usher Job Description

Control Theatre Entrance

- set up stanchions
- check proof of payment
- rip tickets
- maintain accurate capacity numbers (clicker count)

Secondary Duties and Responsibilities

Maintain the cleanliness and integrity of the Al Green Theatre

- Pick up and dispose of any garbage before and after the event (in the seating and/or lobby area)
- Report overall cleaning concerns to the FOH Supervisor
- Mop up unexpected spills

Assist with minor stage set ups

- Set/remove podium and microphone
- Set/remove Q & A chairs

Monitor stage/backstage access

- Assist speakers/performers up and down the stairs as needed
- Ensure only authorized personnel enters the backstage area
- Direct performers through the stage door

Report technical/sound issues

- Sound level if too high
- Microphones cutting out
- Poor film quality

Report patron/client concerns

- Temperature too hot/cold
- Volume not loud enough or too loud
- Content concerns or feedback
- Requests for accessibility feedback

Bona Fide Occupational Requirements

N/A

Qualifications

- Experience in customer service/front line public relations is required.
- Experience in theatre/special events is required.
- First Aid & CPR certification is required (training will be provided).
- Human Resources training as mandated by the Ontario Government (training will be provided).
- Quick problem solving skills



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The MNjcc is committed to accessibility for people with disabilities. Please let us know in advance if you have any particular accommodation needs. Contact: inclusion@mnjcc.org; (416) 924-6211 x330



The Miles Nadal Jewish Community Centre is a dynamic hub in downtown Toronto. We provide opportunities for people of all ages and backgrounds to be active, to learn, to connect and to participate in a wide range of cultural experiences. Rooted in Jewish values, the MNjcc is open to all.



FOH Usher Job Description

- Ability to remain calm under pressure
- Strong logistics skills
- Adaptable
- Ability to take initiative
- Ability to legally work in Canada/Ontario/for the MNjcc
- Clear/no relevant information from a VSS check/Criminal Reference Check

Working Conditions

- Fast-paced work environment
- Shift work
- Late hours may be required

Physical Requirements


- Ability to stand for long periods of time
- Ability to climb stairs
- Ability to carry up to 30 lbs

Competencies

- Team player
- Adaptable
- Ability to take initiative

Direct reports

N/A

Approved by:	
Date approved:	<i>April 21, 2017</i>
Reviewed:	<i>April 21, 2017</i>
Employee Signature:	
Date Signed:	