

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

## **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

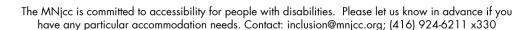
## Customer Service / Patron Management

- 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



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





# **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:	Arguis
Date approved:	April 21, 2017
Reviewed:	April 21, 2017
<b>Employee Signature:</b>	
Date Signed:	



