

Classification Description



Title:	Usher	Bargaining Unit:	IATSE B20
Job Code:	8070	Established:	
Pay Range:	865	Revised:	March 1, 2004
FLSA Status:	Non-exempt	EEO Category:	Service/Maintenance

CLASSIFICATION DESCRIPTION

Greet patrons, assist patrons with seat locations and generally assist in making the patrons' stay a pleasant one; develop a detailed knowledge of the seating arrangement in the assigned facility; enforce facility rules and regulations, under the direction of the Lead Usher.

SUPERVISION RECEIVED

Supervision is received from the Admissions Staffing Manager

SUPERVISION EXERCISED

None

DUTIES AND RESPONSIBILITIES

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks which an employee in this classification may be expected to perform.

1. Greets patrons and directs them to their seats, assists elderly or disabled patrons when necessary.
2. Notes and solves problems with wrong tickets or patrons in wrong seats or areas, or directs them to the Head Usher when necessary.
3. Keeps walkways, aisles and ramps clear of patrons and of potential obstructions such as wheelchairs, baby carriages, large packages, coolers, etc.
4. Identifies spills and any potential hazards and reports them to the appropriate party.
5. Initiates correct emergency procedures should an accident or emergency arise, or contacts the Head Usher for assistance.
6. Remains on duty for the duration of the game or event, maintaining MERC rules against smoking, drinking, seat jumping, etc.
7. Distributes flyers, programs, etc., at the gate when requested by supervisors.
8. Provides information on availability to the Head Usher to aid in the preparation of the monthly schedule.
9. Performs other related duties as assigned.

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JOB SPECIFICATIONS

EDUCATION AND EXPERIENCE

High school diploma, or GED, and one year experience dealing directly with the general public in a high volume situation or any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the classification duties and responsibilities. Previous experience dealing with crowd management is desirable. Good physical condition required; ability to tolerate inclement weather conditions and stand for long periods of time. Must be available to work evenings, weekends and holidays. Must be age 18 or older. Familiarity with MERC facilities' layout preferred. Dependability is critical.

LICENSES

Possess or have the ability to obtain, a CPR/AED certification

KNOWLEDGE, SKILLS, AND ABILITIES

- Communicate clearly, concisely and in a courteous manner
- Work effectively with co-workers and the general public
- Work effectively and successfully with stressful and sometimes difficult situations
- Understand procedural techniques, facility policies and regulations, and physical layout