

JOB DESCRIPTION

New Position
Date Created:

Revised Job Description
Date Revised: 12/26/23

Position Title: Usher
Department: Usher Services
Reports to (Job Title): Head Usher
FLSA Status: Exempt Non-Exempt
Status: Full-Time Part-Time

A. BROAD SCOPE AND PURPOSE OF THE POSITION: The Usher is responsible for the seating and the safety of patrons in all performance venues in The John F. Kennedy Center for the Performing Arts, including, but not limited to: the Concert Hall, the Opera House, the Eisenhower Theater, the Terrace Theater, the Theater Lab, the Family Theater, the Millennium Stage, the Terrace Gallery, the REACH and other venues and spaces as directed. Ushers are expected to offer the highest level of customer service possible to patrons, donors, visiting artists, artist management, guests, and any other member of the public or administration they may encounter. Ushers are also expected to carry out any job function management deems as appropriate and within the scope of customer service, audience experience, pre-show prep, post-show breakdown, guest and staff safety/emergency response/security.

B. ACTIVITIES:

- Politely directing and escorting patrons to their seats.
- Providing patrons with programs and other relevant materials.
- Checking assigned section for cleanliness.
- Visually sweep the theaters to check for potential safety issues and lost and found items.
- Be aware of and enforce appropriate house rules.
- Remain at assigned post throughout the event unless taking an assigned break.
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Attend pre-event Usher meetings and other trainings as required by management.
- Demonstrate an in-depth knowledge of all assigned venues within The Center and a thorough understanding of evacuation procedures from all points within each venue.
- Other duties as directed.

C. SUPERVISORY RESPONSIBILITIES:

- Position has supervisory responsibilities. .
- Position has no supervisory responsibilities.
- This position has no supervisory responsibilities and no direct reports.

D. LEVEL OF SUPERVISION RECEIVED:

- This position will receive close daily/hourly supervision.

- This position will have access to supervision as needed to resolve issues or problems.
- This position will require little direct supervision, and will perform based on broad instructions or direction.

E. REVIEWS AND APPROVALS:

Example of decisions that can be taken without conferring with supervisor:

Independent decision making:

- *directing patrons to seats*
- *managing crowd control before and after the house opens*
- *assisting with double-seating issues and redirecting appropriate patrons*

Example of decisions that can be taken only after conferring with supervisor:

Assisted decision making:

- *priorities of performance activities in consultation with Head Usher*
- *actions for double-seating that escalate*

F. KNOWLEDGE AND EXPERIENCE:

Education/Experience

Formal training beyond a high school diploma of 6 months to one year's duration or equivalent desired. Successful completion of usher orientation and specific-theater training, including general knowledge and safety/security.

Minimum Skills and/or Knowledge Required

- Knowledgeable of all theater seat locations
- Knowledgeable of proper directions on getting to all seat locations
- Ability to deal discreetly and sensitively with disruptive or dissatisfied patrons.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness
- Provide immediate and appropriate response to safety incidents and emergencies.
- Flexible work schedule. Evening, weekend and holiday work is required.
- General theater knowledge helpful.
- Maintain a professional, neat and well-groomed appearance in accordance with Kennedy Center guidelines.
- Communicate effectively in English.
- Ability to read small print.

G. PHYSICAL REQUIREMENTS OF THE JOB

- Normal office environment, primarily seated, using computer, phone and other routine office equipment.
- Other (please describe):

Physical Demands

Must have the ability to stand for long periods of time, be able to move up and down stairs, be able to descend/ascend ramps and inclines/declines, be able to open theater doors repeatedly, and be able to lift and carry up to 10 pounds with or without reasonable accommodation. Close concentration, visual attention and need for manual dexterity.

Work Environment

Will be working in a fast-paced, busy environment with environmental conditions such as low-to-high noise levels, varying heights and slopes, and limited lighting (ranging from dim to dark).

Additional Information

Duties and responsibilities, as required by business necessity may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling: must be able to work at least two 4-hour shifts permanently a week and work location may be changed at any time, as required by business necessity. Other duties and responsibilities as assigned.