

PERFORMING ARTS FORT WORTH, INC

Performing Arts Fort Worth, Inc. (PAFW) is an Equal Opportunity Employer and conducts its recruiting and selection to identify the best possible match for each open position. We are actively recruiting for part-time Front of House Head Usher positions.

Join the Front of House Team!

Job Reports To: PAFW Front of House Director

Job Status: Part-time, Hourly, Nonexempt

This part-time customer service position includes managing volunteer ushering staff, addressing patron needs, setting up Front of House area for performances, overseeing Front of House during performances.

The Front of House Team . . .

Provides excellent customer service to all patrons and guests.

Verbally welcomes patrons to Bass Performance Hall.

Provides support to Performing Arts Fort Worth Volunteers.

Maintains a pleasant and professional appearance at all times. Is neat and dressed in complete uniform as scheduled.

Follows all Departmental and Company procedures and policies to ensure safe and secure operations at all time.

Responds positively and professionally to patron's questions and/or complaints and ensures patron satisfaction within the established guidelines.

Works with backstage and box office to ensure a smooth and pleasurable performance experience for all patrons.

Maintains a safe environment for patrons and volunteers and handles emergency situations professionally and calmly.

Each member of the team is a valued team player who sets high personal standards for performance and encourages others to do the same.

Job Requirements:

- Must be flexible to work nights, weekends and some holidays;
- Must be able to walk, run, climb stairs, stoop, crouch, reach, push/pull and stand for long periods of time.
- Must be able to hear and respond clearly in noisy environments.
- High school diploma.
- Previous customer service experience.

For immediate consideration, submit resume and cover letter to:

E-mail: careers@basshall.com
Mailing: Human Resources
Performing Arts Fort Worth, Inc.
330 East 4th Street Suite 300 Fort
Worth TX 76102

Please note no phone calls will be accepted.

To learn more about Bass Performance Hall, go to: www.basshall.com

