



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 **Head Ushers:** part-time, hourly, positions that report to the Director of Front of House.

Performing Arts Fort Worth's Head Ushers play an important role in assuring that our patrons have the best experience possible and always receive the highest level of customer service. Further responsibilities include: managing volunteer ushers; preparing and maintaining Front of House areas for the public; following policies and procedures to ensure a safe environment and secure operations, keeping a calm and professional demeanor at all times and particularly in the presence of stressful situations.

#### **A Head Usher . . .**

Works with other PAFW departments and staff to ensure smooth and pleasurable experiences for all: before, during and after performances and events.

Attends preshow briefings.

Maintains a professional attitude and supports a welcoming environment.

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

Is knowledgeable of and understands the purpose of all Front of House areas in PAFW's facilities.

Participates in ongoing PAFW training for overall safety and emergency protocol and directives.

Accepts other Front of House duties as assigned.

*To be a member of PAFW's staff is to be a valued team player who sets high personal standards for performance and encourages others to do the same.*

#### **Job Requirements: Education, Experience and Skills**

- Must be flexible to work non-traditional hours, including 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 lift and move objects.
- Must be able to speak comprehensibly and communicate effectively with patrons, staff, and visiting entities.
- Must be able to hear and respond clearly in noisy environments.
- Must have previous customer service experience.
- Must be a high school graduate.

For immediate consideration, submit resume and cover letter:

- Email: [careers@basshall.com](mailto:careers@basshall.com)
- Or mail to 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 Performing Arts Fort Worth, go to: [www.basshall.com](http://www.basshall.com)