



PART-TIME HEAD USHER

Join the Front of House Team!

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

PLEASE NOTE: A COVID-19 vaccination record card is a job requirement for Performing Arts Fort Worth employees (subject to exceptions required by state and federal law including for religious belief and disability).

PERFORMING ARTS FORT WORTH, Inc Position Posting

Title: Head Usher
Department: Front of House (FOH)
Reports To: Assistant Directors of FOH
Date: October 2022
Status: Part-Time; Non-Exempt, Hourly

Essential Functions:

To ensure Performing Arts Fort Worth (PAFW) achieves an optimal work environment and equitable treatment of all, employees are guided by two fundamental directives, the PAFW Operating Principles and the PAFW IDEA Statement, in addition to adhering to other terms and policies outlined in the Employee Handbook.

In addition to upholding to these fundamental directives, the Head Usher supports the Front of House department and provides first-class customer service.

Education, Experience & Skills Required:

- High school degree or equivalent.
- Must be flexible to work nights, weekends and some holidays.
- Previous customer service experience.

Must maintain a positive attitude and influence others to do the same. Must make decisions consistent with organizational policies and goals and responsibly handle confidential information. Must work with accuracy and attention to numerous details and timelines. Strong verbal communication skills are essential to interact successfully with all PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer and PAFW staff concerns, requests and/or complaints in a courteous and informed manner.

Position Responsibilities:

Key activities of this position include but are not limited to:

- Provides excellent customer service to all patrons and guests.
- Verbally welcomes patrons to Bass Performance Hall.
- Provides support to Performing Arts Fort Worth Volunteers.
- Always maintains a pleasant and professional appearance.
- 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.
- Must report to work on time and as scheduled.
- Other PAFW and departmental duties as assigned.

Please Note:

PAFW is in the business of presenting arts and entertainment. To that end, all employees understand and accept that evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances regularly.

This job posting is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

Physical/Visual Activities or Demands:

Physical/visual activities or demands that are commonly associated with the performance of the

functions of this position include, but are not limited to:

- Working in close physical proximity to others including co-workers, vendors, and the public.
- Must be able to walk, run, climb stairs, stoop, crouch, reach, push/pull and lift 20lbs or more.
- Must be able to hear and respond clearly in noisy environments.
- Must be able to stand for long periods of time.
- Ability to operate assigned office equipment with adherence to all safety guidelines.
- Clarity of vision; ability to bring objects into sharp focus; color perception.

Machines, Tools, Equipment and Work Aids: Representative, but not all inclusive of those commonly associated with this position are: ticket scanners, two-way radios, carts.

If you are interested and meet the qualifications as noted in this job posting, submit your letter of interest and current resume.

Email: careers@basshall.com

**Mail: Human Resources
Performing Arts Fort Worth
330 East 4th Street
Fort Worth, TX 76102**