

USHER

MYER HOROWITZ THEATRE

JOB SUMMARY

Ushers and Ticket Takers are the first point of contact for patrons attending events at the Myer Horowitz Theatre. They are responsible for ensuring a safe, comfortable and enjoyable experience for the audience while upholding the standards and protocol of the venue as well as those of our clients. Ushers and Ticket Takers report to the House Manager.

DUTIES & RESPONSIBILITIES

1. Ensure that all procedures and duties set forth by the House Manager are carried out throughout the event.
2. Use customer service skills to create the best possible experience for our clients and patrons, especially regarding safety, comfort and convenience.
3. Be familiar with emergency procedures.
4. Ensure that venue and event-specific policies are adhered to throughout the shift.
5. Be aware of program information pertaining to specific events as well as have a general knowledge of the theatre and surrounding areas.
6. Ensure proper admission procedures are followed and distribute event programs.
7. Maintain a level of professionalism by dressing appropriately for the position as well as being courteous with clients and patrons.
8. Perform other job-related duties within the bounds of required qualifications, as directed by the Manager - Programming & Venues or designate.

QUALIFICATIONS

1. Experience in the customer service field, with an emphasis on excellent communication skills and working as part of a team.
2. Willingness to work a schedule that involves an extreme variation in the number of shifts and hours available. Scheduled shifts may include weekdays, weekends, evenings and holidays, as mutually agreed by the employee, the employer and the Union.
3. An appreciation of the arts is recommended.

Union Position
March 2012