

USHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves assisting patrons during an event at the Arena and the Forum, as well as occasionally at County sponsored special events at other locations. The duties may include the collection of admission tickets, seating patrons and providing information to patrons according to established policies and procedures. The work is performed under the direction of the Head Usher. Does related work as required.

TYPICAL WORK ACTIVITIES:

Collects admission tickets and passes from patrons at events in accordance with established procedures;
Directs patrons to correct seats according to information on ticket stubs in a courteous and efficient manner;
Monitors an assigned section of facility until the end of the event;
Answers questions from patrons and provides them with information regarding the facility or the event as requested;
Contacts the Head Usher in the event of emergency and non-emergency incidents according to established procedures;
Reports safety or code violations to security staff when warnings are ignored;
Advises patrons of safety regulations and restrictions such as smoking and use of cameras;
May perform patron bag inspections upon entering the venue;
May assist with various unskilled tasks as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to communicate effectively with the public;
Ability to follow written and oral instructions;
Ability to stand for long periods of time;
Ability to climb steps repeatedly;
Good judgement;
Courtesy;
Tact.

MINIMUM QUALIFICATIONS: None

R637 6/11/13
LABOR updated 8/13/18