



Irvine Barclay Theatre Volunteer Opportunity

Volunteer Usher Part-Time

Statement of Duties

The part-time volunteer usher is responsible for providing a comfortable, safe, and professional atmosphere for the patrons. The volunteer ushers provide superior customer service to patrons, assist with seating and patron safety, answer patron questions, and assist with special receptions, as needed. The volunteer usher is under the supervision of the Head Ushers and the Patron Services Manager.

Work Location and Equipment Used

- Works mainly indoors, in the lobby and the house.
- Operates equipment such as, but not limited to: clipboards, flashlights, and push carts.

Job Duties

General Duties

- Enforce theatre policies, such as proper seating, snack, and photography policies
- Assist in inserting materials in programs and distribute programs to patrons
- Escort patrons to their seats
- Engage patrons in friendly and helpful conversation
- Open house when notified by head usher or patron services manager
- Monitor the house for unsafe activities
- Enforce seating holds and assist patrons with late seating
- Respond to seating or ticketing issues
- After the event, assist patrons in exiting the house
- Assist with receptions and special events, when needed
- Maintain constant awareness of the house appearance; pick up trash or programs, brush off chairs, and contact head ushers for larger messes
- Bends, reaches, stands, walks, lifts, and carries stacks of program and supplies; items weighing up to ten (10) pounds may have to be lifted and carried short distances
- Maintain safe working conditions and a sanitary work area
- Performs other duties and special projects as assigned

Specific emergency duties

- Knowledge important phone numbers
- Knowledge of emergency procedures and location of first aid kits
- Assist in emergency evacuation, when necessary

Required Abilities, Knowledge, and Skills

- Be at least eighteen (18) years of age
- Have literacy in English; ability to understand and carry out oral and written instructions and work schedules.
- Be in good physical condition. Able to lift and distribute programs, stand for at least 90 minutes, and capable of walking up and down stairs and inclines.

- Have excellent people skills, a friendly demeanor, good judgment, common sense, patience, understanding, and appreciation of live performance.
- Be able to use and access e-mail for scheduling purposes.
- Be able to calmly assist patrons in emergency situations.
- Be available to volunteer at least twice a month, with additional availability in busy months
- Work a flexible schedule with some holiday and weekend work required.
- Be able to arrive promptly at assigned call time and, if unable to work, follow the absence policy,
- Communicate effectively with the public.
- Establish and maintain cooperative, effective, harmonious, and productive working relationships with fellow volunteers and employees.
- Interact in a professional manner with theatre patrons, answering questions and resolving concerns.

Experience and Training

1-2 years of experience in customer service.

Compensation and Benefits

This is a volunteer position.

Volunteer ushers receive a \$10 parking reimbursement per event.