

## JOB DESCRIPTION

<b>Department:</b>	Cal Performances
<b>Working Title:</b>	Usher Captain
<b>Payroll Title:</b>	Assistant II
<b>Salary Range:</b>	\$13.75/hr
<b>Title Code:</b>	4921U (Non-Exempt)
<b>Percentage of Time:</b>	0 - 49%Variable
<b>Working Hours:</b>	Variable (Including Nights & Weekends)
<b>Supervisor:</b>	Event Operations Manager

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### INTRODUCTION

The Usher Captain serves as a work leader under the direction of the Event Operations Manager and Audience Services Coordinator in the efficient operation of all Front-of-House activities associated with Cal Performances fine arts and rental events in various venues (Zellerbach Hall, Zellerbach Playhouse, Wheeler Auditorium, certain performances at Hertz Hall, the Hearst Greek Theatre, First Congregational Church, as well as other venues as assigned). To learn more about Cal Performances, please visit <http://calperformances.org>.

### RESPONSIBILITIES

#### **(100%) Ushering leader**

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Under the direction of the Event Operations Manager and Audience Services Coordinator, utilizes exemplary customer service techniques to effectively interact with patrons at events, mutually resolving front-of-house operational issues such as ticketing problems, late seating, crowd control, and reporting of facility maintenance needs to maintain appearance/cleanliness of auditorium and positive public relations. Acts as a work leader with volunteer ushers in seating sections to coordinate patron seating and service. Provides assistance in the preparation of the facility for events, such as setting up tables, chairs, etc. Takes tickets at entrances, provides assistance to patrons for seating, answers questions and directs patrons. Works to solve unexpected issues should they arise.

#### **Position Controls**

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The incumbent works under the direct supervision of the Audience Services Coordinator.

#### **SKILLS, KNOWLEDGE & ABILITIES:**

- Excellent verbal communication skills to effectively work with a diverse group of constituencies.
- Working knowledge of customer service and event management techniques.
- Initiative and ability to work independently and as part of a team.
- Experience in Fine Arts and/or Event Management (not required, but a plus).
- Must be able to stand for several hours at a time.
- Must be able to lift up to 25 pounds on a regular basis.
- Must be a current UCB student.

To apply, please email your cover letter and resume and list 'Usher Captain' in the subject line of your email to Cheyenne Stephens at [cstephens@calperformances.org](mailto:cstephens@calperformances.org). Please state whether you have work-study funding and what your schedule of availability is.