

JOB DESCRIPTION

Department:	Cal Performances
Working Title:	Usher Captain
Payroll Title:	Assistant II
Salary Range:	\$16.99/hour
Title Code:	4921U (Non-Exempt)
Percentage of Time:	0 - 49%Variable
Working Hours:	Variable (Including Nights & Weekends)
Supervisor:	Event Operations Manager

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 Theater, 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

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. The usher position may be elevated to the next level usher position such as Assistant House Manager and House Manager as the person is gaining more experience.

Position Controls

The incumbent works under the direct supervision of the Assistant House Manager, House Manager, Audience Services Coordinator, and Event Operations Manager.

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 an occasional 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 Amaya Lim at alim@calperformances.org. Please state whether you have work-study funding and what your schedule of availability is.