



JOB TITLE: Head Usher
DEPARTMENT: Operations
REPORTS TO: Director of Audience Services and Events

POSITION SUMMARY:

Part time position assisting with event management for events at the Hilbert Circle Theatre and Conner Prairie.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Coordinate the volunteer check-in process and communicate position assignments. Adjust volunteer assignments to ensure that all usher positions are staffed.
- Clearly communicate house policies and demonstrate the volunteer assignments at the Hilbert Circle Theatre and Conner Prairie for volunteers.
- Respond to patron requests including, but not limited to, accessibility issues, complaints, and late arrival seating.
- Assist with the merchandise and concessions sales as assigned.
- Routinely check-in with volunteers to ensure customer service expectations are met and house policies are observed.
- Assist House Manager with responses to emergencies.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

High school diploma or GED required. Experience in concert event management or experience volunteering with a performing arts center is preferred. Must be available to work nights, weekends, and select holidays.

PHYSICAL REQUIREMENTS:

This position requires the ability to stand for extended periods of time and easily navigate stairs. Position also requires the hearing and visual acuity to converse with internal and external constituents in person in an environment with moderate to heavy ambient noise. Must be able to lift up to 35 pounds without assistance. Will be required to be on uneven ground for long periods of time outdoors at Conner Prairie during Symphony on the Prairie or indoors at the Hilbert Circle Theatre or venues in central Indiana.

INTERPERSONAL CONTACTS:

- INTERNAL:** Frequent contact with volunteer ushers and some contact with all levels of staff employees and musicians.
- EXTERNAL:** Frequent contact with patrons and event volunteers.

SPAN OF SUPERVISION: The Head Usher will oversee volunteer ushers during concert hours in conjunction with the Volunteer Services Manager and House Manager.

SUPERVISION: The Head Usher will receive direct and frequent supervision from the House Manager, Volunteer Services Manager, and Director of Audience Services & Events.