

LEAD USHER

JOB DESCRIPTION

Classification Responsibilities: A Lead Usher performs administrative and customer relations work for the Mesa Arts Center (MAC) by providing administrative support, and supervising volunteer ushers and assisting with all aspects of patronage during an event and/or performance. This class is responsible for overseeing events and/or performances; conducting pre-show briefings with ushers; facilitating a smooth and efficient flow of patrons entering and exiting the theater; arranging accommodations for individuals and groups with special needs; resolving customer complaints relating to seating, ticketing, and related areas; reporting safety incidents; coordinating house opening with backstage management; and serving as event supervisor or acting as an on-duty manager during some events. Incumbents in this class may be responsible for creating trainings for both staff and volunteers; scheduling, administering, and tracking trainings for staff and volunteers; and coordinating staff for live performances. A Lead Usher may also be responsible for relieving the supervisor of routine administrative work; proofreading, editing, and processing word documents; maintaining an accurate records filing or database system to easily retrieve and access information and documents; communicating information to the Front of House team related to departmental policies and procedures; and maintaining inventories and requisitioning office supplies. Employees must be committed to teamwork, have a shared commitment to the quality of everyday work, and demonstrate the willingness to assume ownership in completion of assigned tasks. This class performs related duties as required.

Distinguishing Features: This class is supervised by the MAC Front of House Coordinator who reviews work through observation, reports, meetings, conferences, and results achieved. Work is subject to irregular hours (evenings, weekends, and holidays), sometimes on short notice. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Good (1 - 3 years) customer service experience that includes solving customer problems.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. One year previous theater and/or event supervision experience, one year experience working with volunteers, and/or one year working in a team environment is preferred. Bilingual speaking skills (English/Spanish) are desirable. First Aid Certification and Cardiopulmonary Resuscitation (CPR) Certification is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, volunteers, vendors, and community organizations in order to provide customer service, handle disputes, or monitor overall front of house operations. Prepares general written correspondence, documents, and reports. Instructs and/or trains volunteers, assigns duties, and conducts pre-show briefings for volunteer ushers.

Manual/Physical: Compiles information for special projects or reports. Monitors work-related conditions to determine compliance with operating and safety regulations. Sets up and removes stanchions. Job requires standing for long periods of time, walking, and climbing stairs. Must meet scheduling and attendance requirements.

Mental: Receives and follows directions from a supervisor. Learns job-related material through on-the-job training or in a classroom setting. Creates, administers, and tracks training for staff and volunteers. Plans, organizes, and directs the activities of volunteer ushers, ticket takers, greeters, and merchandise salespersons. Resolves customer complaints. Understands seating charts in order to resolve customer seating or accommodation issues.

Knowledge and Abilities:

Knowledge of:

modern office practices, procedures, and equipment;
seating and ticketing operations practices;
principles and practice of customer service; and
terminology used in arts and entertainment settings.

Ability to:

work with coworkers and the general public tactfully and courteously;
communicate effectively by oral and written means;
train, supervise, and schedule the work of a moderately large group of volunteers;
establish and maintain effective relationships with fellow staff, volunteers, and facility users; and
handle a variety of tasks concurrently.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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AD/dv

CS3404.DOCX (Full-Time)

CS3409.DOCX(Part-Time)

CS3413.DOCX(Part-Time, Non-Benefited)

EEO-A/S

JOB FCTN-GEN

Non-DOT Safety and Security-N

INCREMENTS 62-200

CDL-N

RESP-N

PAY GRADE: 38

PAY GRADE: 38

PAY GRADE: 38

IND-9154

SWORN-No

Non-DOT-Random-N

DOT-N

INCREMENTS 61