

LEAD USHER

JOB DESCRIPTION

Classification Responsibilities: A Lead Usher performs customer relations work for the Mesa Arts Center (MAC) by training, scheduling, and supervising volunteer ushers. This class is responsible for training, assigning duties, scheduling, and supervising volunteer ushers; 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; maintaining inventory of merchandise sales; serving as event supervisor or acting as an on-duty manager during some events; and performing other duties as required.

Distinguishing Features: The part-time classification has been designated as a non-classified, non-merit system, at-will position. 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. First Aid Certification and Cardio Pulmonary Resuscitation (CPR) Certification are required within six months of hire.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Six months' previous theater and/or event supervision experience, six months' experience working with volunteers, and/or six months' inventory experience is preferred. Bilingual speaking skills (English/Spanish) are desirable.

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: Learns job-related material through on-the-job training or in a classroom setting. Plans, organizes, and directs the activities of volunteer ushers, ticket takers, greeters, and merchandise sales persons. Resolves customer complaints. Understands seating charts in order to resolve customer seating or accommodation issues.

Knowledge and Abilities:

Knowledge of:

seating and ticketing operations practices;
principles and practice of customer service; and
terminology used in arts and entertainment settings.

Ability to:

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.

Revised 8/18

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CS3404.DOCX (Full-Time)

PAY GRADE: 35

CS3409 (Part-Time)

PAY GRADE: 35

CS3413 (Part-Time, Non-Benefited)

PAY GRADE: 35

EEO-A/S

IND-9154

JOB FCTN-GEN

SWORN-No

INCREMENTS 62-200