



Office of Human Resources

Lead Usher – RG3067

General Statement of Duties

Schedule, oversee and coordinate the work assignments of lower level Ushers and Senior Ushers, and ensures proper coverage for an event. This classification also handles customer complaints and communicates issues to the Patron Services Manager for resolution.

Distinguishing Characteristics

The Lead Usher is distinguished from the Assistant Lead Usher which assists the Lead Usher with planning and assigning work for the lower level Ushers and assists with on the job training.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

Performs lead work duties over Ushers and Senior Ushers.

Essential Duties

Plans, assigns, trains, and directs the work of the Ushers and Senior Ushers.

Assists with patron issue resolution and identifies areas of improvement or exceptional quality of work in Ushers and Senior Ushers.

Develops and publishes pre/post event documents and reports.

Documents schedule issues such as cancellations, late arrivals, no shows, and ensures proper coverage for an event.

Ensures adherence with event requests and application of venue practices and policies in coordination with the Patron Services Manager.

Creates formal training content and facilitates new employee training.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Coordinates pre-shift meeting with lower level Ushers before an event.

Completes employee/patron incidents reports and communicates these issues to Patron Service Manager.

Ensures venue readiness.

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving – Identifies problems; determines accuracy and relevance information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Knowledge & Skills

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of experience leading the work of employees assisting patrons at entertainment events with seating arrangements and collecting admission tickets.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Noise: sufficient to cause distraction or possible hearing loss.

Subject to many interruptions.

Lighting: Frequent adjustments to high and low lighting surroundings.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Walking: moving about on foot.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Climbing: ascending or descending stairs, usually with hands/feet and ability to maintain balance and work in high upper sections of venues.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

Stooping: ability to bend down or kneel to a patron's level while seated in order to receive and deliver clear concise direction.

Standing: remaining on one's feet in an upright position.

Background Check Requirement

Criminal Check

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: Z-117

FLSA Code: N

Management Level: 8

Established Date: 9/21/2018

Established By: Lori Schumann

Revised Date:

Revised By:

Class History: