



## Office of Human Resources

### Usher II - RG3066

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#### General Statement of Duties

Plans, assigns, and leads the work of Ushers engaged in the admission, seating, and checking of ticket stubs and assists the Usher Lead with on the job training and ensuring venues are ready for scheduled shows.

#### Distinguishing Characteristics

Usher II is distinguished from the Usher Lead who schedules, oversees and coordinates the work assignments of Usher I's and Usher II's. The Usher Lead also ensures proper coverage for an event and handles customer complaints and communicates issues to the Patron Services manager.

#### Level of Supervision Exercised

Performs lead work duties over Ushers.

#### Essential Duties

Plans, assigns, trains and directs the work of lower level Ushers.

Facilitates shift briefings on designated level. Briefings include review of evacuation protocol and life safety procedures.

Monitors pre-show activity and responsible for communicating the opening of the house and intermission to patrons via approved methods.

Provides support and trouble shoots ticket scanner issues.

Mentors Ushers and assists Usher Leads with facilitating on-the-job training.

Assists Usher Lead with ensuring venue readiness.

Coordinates setup/breakdown of lobby materials for events, including rope and stanchions, programs, etc.

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

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**

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.

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

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**

Two (2) years of experience 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-119**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 7/27/2020**

**Revised By: GT**

**Class History: GT - Updated job title and distinguishing characteristics.**