



Office of Human Resources  
Usher I - RG2347  
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### General Statement of Duties

Assists patrons at entertainment events with seating arrangements, collecting admission tickets, searching for lost articles, locating facilities such as restrooms, exits and provides evacuation instructions.

### Distinguishing Characteristics

This class is distinguished from the Usher II which plans, assigns and leads the work of Ushers and assists the Usher Lead with facilitating on the job training and ensures venues are ready for scheduled shows. It is also distinguished from the Usher Lead who schedules, oversees and coordinates the work assignments of lower level Ushers and Usher II's. The Usher Lead also ensures proper coverage for an event and communicates issues to the Patron Services manager.

### Level of Supervision Exercised

None

### Essential Duties

Assists in maintaining order amongst patrons by advising them of correct seating, requesting silence during performances, and directing patrons to the nearest exit during emergencies.

Collects tickets for admission into events and organizes, sorts, and counts tickets.

Assists patrons with finding assigned seats.

Provides assistance to patrons with special needs.

Distributes programs or event schedules.

Ensures entrances and exits are free from obstructions and are in compliance with safety regulations as well as identify unusual activities and must report this to higher level Ushers.

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.

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

One (1) year of customer service experience.

### 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

Employment Verification

### Assessment Requirement

None

### Probation Period

None

### Class Detail

**Pay Grade: Z-117**

**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.**