



JOB TITLE: Usher/Ticket Taker	FLSA: Non-Exempt
FACILITY: Five Flags Center DEPARTMENT: Event Services (Front-of-House) PAY RATE:	REPORTS TO: Usher Supervisor (House Manager) and /or Events Manager SUPERVISES: None

POSITION SUMMARY:

Position is required to assist patrons with their customer service needs while attending a public or private event.

MAJOR RESPONSIBILITIES

- Assist patrons with seating
- Maintain position on post, section/viewing area of responsibility
- Oversee assigned area for spills or situations requiring staff attention
- Direct person with handicap to wheelchair seating area (if applicable)
- Receive and act on complaints from patrons according to established policies and procedures
- Supply information such as location of restrooms, telephones and ticket offices
- Monitor aisles/steps in assigned section to be kept clear and compliant with fire codes
- All other duties assigned

WORKING CONDITIONS:

- Ability to stand for long periods of time required
- Must be able to climb stairs in restricted lighting
- Ability to move quickly from one area to another in a safe manner
- Flexible hours including weekends, holidays and evenings
- Work hours are casual labor, seasonal and non-guaranteed

KNOWLEDGE, SKILLS AND ABILITIES:

- Good communication skills required
- Greet guests in a friendly manner and be professional at all times
- Stay calm under pressure
- Neat/clean and well-groomed appearance
- Ability to see/read ticket clearly
- Operate radio devices
- High School Diploma or GED preferred
- One year prior experience in a customer service position preferred

“SMG is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. VEVRRR Federal Contractor.”