



Job Title: Usher

Reports to: Events Manager

Hours: Hours will vary (Part-Time)

Summary

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

Qualifications:

- High school diploma or GED preferred
- Ability to work flexible shifts including nights, weekends and holidays depending on events schedule
- Ability to effectively communicate and solve problems quickly.

Position Functions & 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 concessions stands and ticket offices
- Monitor aisles/steps in assigned section to be kept clear and compliant with fire codes
- All other duties assigned

Knowledge, Abilities, & Skills

- 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
- One year prior experience in customer service position preferred
- 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
- Work hours are casual labor, seasonal and non-guaranteed

To Apply:

Please send employee application, cover letter, and resume to jobs@upmceventscenter.com

OVG Facilities is an EOE/DFW; Offered candidates must submit to / successfully complete pre-employment screens (background & substance) prior to hire