

**JOB TITLE:** GUEST SERVICES – USHER (PT)

**Reports To:** Guest Services Supervisors

**Supervises:** N/A

**Status:** Non-Exempt

**SUMMARY:**

Guest Services (Usher) is responsible for assisting patrons during events with general inquiries, seating, and entry and exit assistance. Ushers assist the Guest Services Supervisors in acting as liaison between patrons and the venue/event.

**QUALIFICATIONS:**

- Excellent interpersonal and communication skills
- Ability to work a flexible schedule including nights, weekends, and holidays on an event-by-event basis
- Ability to function in fast-paced, constantly changing, high pressure environment

**Special Knowledge Of:**

- Needs of users of the facility
- Customer service practices
- Fire and public safety regulations
- Public Relations
- Terminology used in entertainment/convention/public assembly settings
- Relevant federal, provincial and local regulations

**RESPONSIBILITIES:**

- Assist patrons with all venue and event inquiries
- Be knowledgeable of venue characteristics such as washrooms, stairways, entrance/exit points, etc
- Guide and assist patrons in emergency situations
- Establish and maintain effective working relationships with facility staff and patrons
- Perform other duties as required

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Physical Demands:**

- While performing the essential functions of this position, employee will frequently stand and walk for long periods of time and climb stairs and/or ladders; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee will occasionally lift and/or move up to 40 pounds. Employee will also use close vision, distance vision, color vision, peripheral vision, depth perception, and adjust focus.

**Work Environment:**

- The essential functions of this position are performed indoors. The noise level in the work environments is usually moderate to loud.

**ACCOUNTABILITIES:**

Assists patrons to ensure all needs and expectations are met in order to deliver ultimate customer satisfaction

**AUTHORITY:**

Act as directed by Guest Services Supervisors as required within confines of event contract, vendor/supplier contracts, event budget and building codes.

EOE, DFWP