

FLINT CULTURAL CENTER CORPORATION

601E. Second Street

Flint, MI 48503

Job Posting

Job Title: Usher
Location: The Whiting
Reports To: Guest Services Manager
FLSA Status: Non - Exempt

GENERAL DESCRIPTION

Job Description and Qualifications: As a member of the Guest Services Department, each employee may be responsible and trained to perform duties for one or all of the following positions including Floor Captain and Concessions/Ticket Takers. All positions require great customer service and communication skills. Employees must be able to lift 40 lb. boxes, navigate stairs in low-light situations, and be comfortable with heights and cash handling.

FLOOR CAPTAIN

There will be an usher stationed on each floor at the door closest to the rear of the auditorium on each side of the house. Floor Captains are responsible for the general operation of each floor assigned including:

- Working with and managing volunteer staff
- Handling seating issues
- Making sure all doors to the house are closed once the performance begins and remain closed throughout.
- Assist patrons sitting in the last two rows of the house or in the barrier free boxes
- This usher should also be in radio contact with the House Manager if there is a problem during the performance.
- Most importantly, these ushers are responsible for the safety of our patrons and other paid/volunteer staff.

CONCESSIONS/TICKET TAKERS

Employees are responsible for both the sale of food and drink products offered at the concession stand and taking tickets at the entrance to the auditorium. Specific duties include:

- Setup and preparation of the concession stand
- Staff will then be split between concessions and ticket taking before front doors open
- Concessions staff will be responsible for the sale of products leading up to the start of the performance. Ticket takers will greet arriving patrons, verify tickets using NSCAN scanners, and direct them to the appropriate location in the auditorium.
- Once the performance begins, ticket takers will continue assisting late arriving patrons. Concession staff will restock and prep the stand for sales during intermission, at which point ticket takers will join them
- Once intermission is complete, the entire staff is responsible for the cleanup, restock and inventory of the concession stand. There will be one usher assigned to one cash register, and that usher will be responsible for the accurate intake/output of cash to that register. After cleanup, that usher will be present as the House Manager tallies the register and will explain any discrepancies in the totals.
- Users assigned to work and sell bar must have some form of safe serve certification. The Whiting provides TIPS certification classes at no cost.

Apply To:

Email Resume to hr@fcccorp.org OR mail resume including references to:
Flint Cultural Center Corporation
Attention: Human Resources
601 E. Second Street, Flint, MI 48503

Date Posted: 2/5/19 **Posting will remain active until filled**

The Flint Cultural Center Corporation is an Equal Opportunity Employer