

FLINT CULTURAL CENTER CORPORATION

601E. Second Street

Flint, MI 48503

Job Posting

Job Title: Usher
Location: The Whiting/The Capitol
Reports To: Director of Development and Front of House Operations
FLSA Status: Non – Exempt
Schedule: As Needed Basis

PLEASE NOTE: Candidates hired for this position will work on an “as needed basis”. Due to the current situation surrounding the COVID-19 virus, job offers and start dates will not occur for several weeks. However, applications will be screened immediately and telephone interviews will be held with the best qualified candidates in the near future. Those invited for phone interviews will be contacted via email.

GENERAL DESCRIPTION

Job Description and Qualifications:

As a member of the Whiting/Capitol Front of House staff, each employee may be responsible and trained to perform duties for one or all of the following positions including ticket taker, guest seating, operating elevators, floor captain, coat check and pre order pickup. All positions require great customer service and communication skills.

There will be an usher stationed on each floor at the door closest to the rear of the auditorium/theatre on each side of the house on the inside. Positioning may vary.

Expectations:

Working well with each other, the youth ushers and 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 barrier free boxes
Ushers should also be in contact with the Floor Captain, House Manager and/or Director of Front of House Operations if there is a problem during the performance.
Most importantly, ushers are responsible for the safety of our patrons and other paid/volunteer staff.

TICKET TAKERS

Employee is responsible for standing at a lobby/arcade entrance and scanning tickets as patrons arrive. Specific duties include:

Ticket takers will greet arriving patrons, verify tickets using NSCAN scanners, and direct them to the appropriate location in the auditorium/theatre along with restroom and bar locations.

Once the performance begins, ticket takers will continue assisting late arriving patrons.

At least 2 ticket takers will remain at the front throughout performance, maintaining visibility if a patron has a question or concern.

Ticket takers will be at the doors at the conclusion of the show, holding doors and thanking patrons for attending the show.

Apply To: Email Resume to hr@fcccorp.org

Date Posted: 3.18.20 **Posting will remain active until filled**

The Flint Cultural Center Corporation is an Equal Opportunity Employer