

# **THE CHICAGO SYMPHONY ORCHESTRA JOB DESCRIPTION**

**TITLE:** Usher (Part Time)

**FLSA STATUS:** Non-Exempt

**DEPARTMENT:** Operations

## **GENERAL SUMMARY**

Providing an enjoyable, and safe, concert going experience to Symphony Center patrons by offering quality customer service and assistance during events.

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities, and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Seating patrons, handing out programs and giving proper directions.
2. Directing and seating latecomers during appropriate opportunities.
3. Monitoring for potential problems such as ticket duplications and medical incidents and handling them per procedure.
4. Reporting patron comments or complaints to Usher Supervisor or House Manager.
5. Directing patrons in event of an emergency situation or evacuation.
6. Collecting tickets, generally via handheld electronic ticket scanning devices.
7. Other duties as assigned.

## **REPORTING RELATIONSHIPS**

1. Reports to House Manager
2. Reports to Usher Supervisors

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

1. Polite and pleasant demeanor working with the public
2. Well groomed appearance
3. Ability to stand for long periods of time
4. Ability to work on all floors of the venue, including balconies
5. Patience in handling high visibility situations
6. Thorough understanding of emergency procedures

## **WORKING CONDITIONS**

Must be continually mobile, and able to navigate stairs, to assist patrons. Usher shifts primarily occur on evenings and weekends, along with occasional weekday assignments.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

**THE CHICAGO SYMPHONY ORCHESTRA  
JOB DESCRIPTION**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

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