

THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION JOB DESCRIPTION

TITLE: Usher Supervisor
FLSA STATUS: Non-Exempt
DEPARTMENT: Operations

Reviewed: 09/2026

Salary range: \$19.00 - \$20.50 per hour; Link to Benefits Summary: <https://cso.org/benefitsptstaff>

GENERAL SUMMARY

To supervise, oversee, and train the usher staff.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Train and manage all usher and coat check staff.
2. Assign crew to positions for proper coverage.
3. Track and record staff attendance.
4. Assist House Manager with ticket duplications, medical incidents, patron issues, etc.
5. Log incoming phone calls, take and relay messages.
6. Maintain the usher's office, locker room, and all supplies kept in those spaces.
7. Provide input to House Manager for FOH performance of usher and coat check staff.
8. Input FOH hours and submit to payroll and managers on a bi-weekly basis.
9. Respond to Human Resource's periodic requests for FOH hours worked outside of the city of Chicago.
10. Create and update monthly schedule of events requiring FOH staff.
11. Oversee FOH recognition programs.

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.

REPORTING RELATIONSHIPS

1. Reports directly to House Manager
2. Supervises ushers and coat check staff during concerts and events

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

1. Polite and pleasant - patron satisfaction skills a must
2. Well groomed, professional appearance
3. Organized

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4. Ability to handle high pressure, high visibility issues
5. Must have performed in a customer facing role for 1 year
6. Must have a high school diploma plus 1 year of post high school education

WORKING CONDITIONS

Must be able to climb stairs consistently.
Must be able to stand for 4 to 5 hours.
Must be able to work nights and weekends.

Employee Signature

Date

Manager Signature

Date

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