

**THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION  
JOB DESCRIPTION**

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

Reviewed: 07/1998

**Salary range: \$16.20 per hour; Link to Benefits Summary: <https://cso.org/benefitsptstaff>**

**GENERAL SUMMARY**

To provide service, assistance and directions to patrons, for the purpose of making the concert going experience enjoyable.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Taking, sorting and counting tickets
2. Seating patrons, handing out programs and giving proper directions
3. Direct and seat latecomers during appropriate late seating pauses
4. Monitor potential problems such as ticket duplications and medical incidents and handling them per procedure.
5. Report patron comments or complaints to Usher Supervisor or House Manager

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. Reports to assigned Usher Supervisors

**KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

1. Polite and pleasant working with the public skills
2. Well groomed appearance
3. Ability to stand for long periods of time
4. Patience in handling high visibility situations

**WORKING CONDITIONS**

Must be continually mobile to assist patrons.

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

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.