



the **reser**

PATRICIA RESER
CENTER FOR THE ARTS

Patricia Reser Center for the Arts
Position Posting
Lead Usher

Reports to: Front of House and Volunteer Manager
FSLA Status: Non-exempt, Part-time, Hourly
Hours: Work is subject to irregular hours, including nights, weekends, and occasional holidays, sometimes on short notice.
Date of Posting: Monday, March 28, 2022

We strongly encourage applications from persons of color, women, and LGBTQ individuals.

Please note: Full vaccination against COVID-19 is a prerequisite for employment. The Reser will consider exemptions for medical or religious reasons.

ABOUT US

The Patricia Reser Center for the Arts (PRCA, The Reser) is a new, professional arts center located in downtown Beaverton, Oregon. Construction began in November 2019, and the Center is scheduled to open to the public in March 2022. Immediately adjacent to City Hall, the facility consists of a 550-seat mainstage theater, an art gallery, meeting and rehearsal rooms, and a public plaza. Upon opening, The Reser will be the most technically advanced theater in the region. The Reser will present national touring artists, local and regional performing arts organizations, visual arts exhibitions, arts education programs, and will serve as a social and cultural hub for Beaverton and its surrounding communities. www.thereser.org

The Reser's inaugural phase is focused on near-term projects: final preparations for the public opening, ongoing staff development, Spring Season performances, and the creation of the policies and practices that will guide its future. The inaugural year will require a nimble and creative staff, with the skills and commitment to overcome all challenges as a team. Adaptability and a personal commitment to the mission of The Reser are vital qualities for any employee in this environment. The scope of responsibilities of Lead Ushers may evolve to meet the needs of The Reser as it progresses through its opening phase and into the 2022-23 season, taking its place as the cultural center of Beaverton and vital resource in the regional community.

WHAT YOU'LL DO

The primary responsibility of a Lead Usher is to ensure a safe and welcoming environment for patrons and guests attending public events at The Reser. The Lead Usher will be one of the first human faces representing The Reser that a patron sees and, accordingly, must embody the organization's commitment to both friendly service and the principles of diversity, equity, and inclusion. The three critical imperatives for all Front of House staff are: Public Safety, Warm Hospitality, and Incomparable Service.

A Lead Usher performs essential customer relations work for The Reser, and may be responsible for some or all of the following responsibilities: welcoming and seating patrons; training, assigning duties, scheduling, and supervising volunteer ushers; conducting pre-show briefings with ushers; facilitating a smooth and efficient flow of patrons entering and exiting the theater; arranging accommodations for individuals and groups with special needs; resolving customer complaints concerning seating, ticketing, and related areas; reporting safety incidents; coordinating house opening with backstage management; cross-disciplinary work as a Box Office Associate; and performing other related duties as required.

PRIMARY RELATIONSHIPS

Lead Ushers report directly to the House and Volunteer Manager, as part of the Marketing and Patron Services team, and will directly supervise Volunteer Ushers. In addition, they will work closely with the Box Office & Patron Services Manager and Box Office staff, as well as colleagues in Production & Operations.

SPECIFIC RESPONSIBILITIES INCLUDE:

- Oversee the orderly seating of as many as 550 patrons at events; resolve seating issues.
- Assist the House and Volunteer Manager in the selection, training, and supervision of volunteer ushers.
- Assist in planning front-of-house activities related to performances and events to which the Lead Usher has been assigned, including scheduling volunteers and ensuring that public spaces are ready prior to each event.
- Schedule, manage, and motivate front-of-house volunteers.
- Develop familiarity with The Reser's public safety protocols; train staff; be prepared for emergencies; report safety-related issues promptly.
- Be familiar with, and follow the proper protocols, for assisting patrons with disabilities.
- Provide patrons with programs and answer questions knowledgeably.
- Implement mandatory public health measures and policies.
- The ability and willingness to work irregular hours, as dictated by the schedule of events.

SKILLS AND EXPERIENCE NEEDED

- Experience as an usher in a performing arts facility
- Experience managing event staff, including either paid or volunteer ushers
- Outstanding planning and time management skills
- The ability to multitask and set priorities
- Excellent communication skills: the ability to speak clearly and persuasively in English.
- Mature interpersonal skills; a talent for diplomacy; a builder of respectful and collaborative professional relationships
- A calm, cheerful, and welcoming demeanor; both the ability to project a sense of personal connection and control a large group
- Cultural competence: the ability to understand and interact effectively with people from other cultures and traditions.

PREFERRED QUALIFICATIONS

- Experience in the management and coordination of public spaces in a performing arts organization
- Previous experience as an usher in a busy performing arts environment
- Be willing to obtain First Aid Certification and CardioPulmonary Resuscitation (CPR) Certification
- Previous experience with ticket scanners, event communications, etc.
- Practical knowledge of the Tessitura ticketing system and/or cashier experience.

- A personal commitment to the value of the arts and the ability to convey enthusiasm and information to patrons
- Bilingual speaking skills

WORKING ENVIRONMENT - ESSENTIAL PHYSICAL ABILITIES

Most of the responsibilities of this position do not typically involve equipment that poses a threat of injury. The successful completion of duties relies on the following physical abilities: Sufficient (corrected or uncorrected) vision to read text of various sizes and perceive colors and shapes accurately. Sufficient clarity of speech and hearing to communicate effectively in the context of crowd noise, in person and on a telephone, and to hear sounds within the normal range of conversation. The ability to work in a fast-paced environment that may be bright, dark, or dimly lit. Sufficient manual dexterity to operate office equipment, such as ticket scanners and mobile communication devices. Sufficient personal mobility, strength, and reflexes to perform light work and to reach, stoop, bend, kneel, climb stairs, and lift as much as 50 pounds. Should be able to stand for extended periods of time without assistance. *The physical abilities required for this position may be flexible and we encourage those who may require accommodation to apply.*

COMPENSATION AND BENEFITS

An hourly wage of \$19.00, commensurate with experience.

HOW TO APPLY

Interested and qualified applicants are encouraged to submit a resume and a cover letter describing why this position is of interest and the personal and professional experience that has prepared them to be successful. All applications will be held in confidence. The position will be open until filled. Interested applicants should submit materials as soon as possible.

All applications and/or inquiries should be sent via email only, addressed to:

December Carson, Director, Marketing & Patron Services
Jobs@TheReser.org

MS Word or PDF attachments only, please
Subject Line: Lead Usher employment application

File names of all attachments should include applicant's last name

The Patricia Reser Center for the Arts is an equal opportunity, at-will employer, dedicated to the goal of creating a diverse and inclusive working environment. We strongly encourage applications from women, persons of color, and LGBTQ individuals. All qualified applications will receive consideration for employment without regard to age, race, color, religion, gender, gender expression, national origin, disability status, protected veteran status, marital status, sexual orientation or any other characteristic protected by law.