



the **reser**

PATRICIA RESER  
CENTER FOR THE ARTS

Patricia Reser Center for the Arts

Position Posting

Lead Usher

Reports to: Audience Services 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: October 21, 2024

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

ABOUT US

The Patricia Reser Center for the Arts (PRCA, The Reser) is a new performing arts center located in downtown Beaverton, Oregon. Construction began in November 2019, and the Center opened to the public in March 2022. Adjacent to City Hall, the facility consists of a 550-seat mainstage theater, an art gallery, meeting and rehearsal rooms, and a public plaza. The Reser programming includes Reser Presents, local and regional performing arts organizations, visual arts exhibitions, and arts education programs. Since it opened, The Reser has become an important social and cultural hub for Beaverton and its surrounding communities. [www.thereser.org](http://www.thereser.org)

The Reser is governed by the Board of Trustees of Beaverton Arts Foundation (doing business as Patricia Reser Center for the Arts), consisting of accomplished, respected, and dedicated community volunteers. In a successful public/private partnership with the City of Beaverton, they have brought The Reser to life.

The Reser's first full season in 2022-23 was a successful outcome to the years of planning and preparation that preceded it. The region is taking note of The Reser's contribution to its cultural life. The Reser's third full year, the 2024-25 Season, will continue to require a nimble and creative staff, with the skills and commitment to meet challenges as they arise, and to grow as a team. Adaptability and a personal commitment to the mission of The Reser are vital qualities for every employee in this environment.



## 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; and performing other related duties as required.

## PRIMARY RELATIONSHIPS

Lead Ushers report directly to the Audience Services and Volunteer Manager and will directly supervise Volunteer Ushers with the House Manager on duty. In addition, they will work closely with the Box Office & Patron Services Manager and Box Office staff, Events and Rentals team, and colleagues in Production & Operations.

## SPECIFIC RESPONSIBILITIES INCLUDE:

- Oversee the orderly seating of as many as 550 patrons at events; resolve seating issues and assist with wayfinding.
- Assist the Audience Services and Volunteer Manager in the 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 managing volunteers and ensuring that public spaces are ready prior to each event.
- Assign, manage, and motivate front-of-house volunteers.
- Develop familiarity with The Reser's public safety protocols; train volunteers; 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 in a fast paced and high-volume environment.
- 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 setup/facilitation, radio communications, computer/technology literacy, volunteer service, etc.
- 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 \$19.50, 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. Initial review of applications will begin on or about November 8, 2024, and 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:

Dawn Genz, Audience Services and Volunteer Manager  
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.*