Usher Job Description

Ushers are a vital part of the experience that patrons have when they first enter the Alaska Center for the Performing Arts or any of the local non-profit performing arts organizations served by the volunteer program Ushering in the Arts (UITA). The service element that the ushering staff offers to event attendees ensures a favorable impression and guarantees their comfort and safety.

UITA volunteers have many responsibilities that vary with specific assignments. All ushers must be able to perform all duties as training and experience allow.

Duties expected of all ushers:
- Provide pleasant customer service at all times
- Greet patrons in a friendly manner
- Direct patrons to their aisle door while distributing programs
- Answer event and facility questions
- Scan tickets
- Direct patrons to theatres and service areas
- Familiarity with theatre sections, aisles and door numbers
- Pay attention to ensure no food or beverages go into theatres
- Seat latecomers (most times in partial darkness, often using stairs)
- Follow directions of Captains (UITA volunteers with supervisory responsibilities) and House Managers (ACPA staff)
- Assist patrons with disabilities
- Monitor crowd for unusual behavior, photography and video cameras
- Lead and direct patron evacuations in case of emergency
- Proper use and etiquette of Center radios

Physical Demands:
- Must be able to move **quickly** and **calmly** in an emergency
- Stand, sit, walk and climb stairs
- Must be able to work on all levels of each theatre (Balcony, Mezzanine, Orchestra)
- Must be comfortable working around large groups of people
- Must be able to work in large crowds with moderate to high noise levels both inside theatres as well as in the lobbies
- Must be able to maintain a cheerful, outgoing and helpful attitude

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