

HEAD USHER

DISTINGUISHING FEATURES OF THE CLASS: This position involves coordinating and supervising activities of ushers at events at both the Arena and the Forum, as well as occasionally at County sponsored special events at other locations. The work is performed under the direct supervision of the Arena Manager or Assistant Arena Manager, with leeway allowed for the exercise of independent judgement in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Works all events at the Arena and the Forum;
Plans, schedules and evaluates the work of ushers;
Assigns job duties, designates work status and provides training;
Performs pre-event facility inspections to ensure building readiness;
Conducts pre-event briefing with ushers;
Monitors all sections of facility to ensure that the day-to-day operations of the facility are met;
Monitors patron's entry and exit to insure a smooth and orderly flow of pedestrian traffic and assists with any congestion;
Coordinates and assists with activities in emergency situations according to established policies and procedures;
Coordinates safety concerns with the Arena Manager or Assistant Arena Manager;
Responds to emergency and non-emergency incidents according to established procedures;
Prepares and maintains a variety of reports and records;
Assists with and participates in usher duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the policies and practices of the scheduling of ushers for Arena and Forum events;
Working knowledge of event and venue policies and procedures;
Ability to communicate effectively both orally and in writing;
Ability to plan, schedule and supervise the work of others;
Ability to deal effectively with the public;
Ability to stand for long periods of time;
Ability to climb steps repeatedly;
Good judgement;
Courtesy;
Tact.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and must have worked as an usher or in a similar position for a minimum of 200 hours within the last 12 months.