

Volunteer Position Description - Usher

Title of Position	Usher
Purpose	Ushers are versatile, multi-skilled volunteers, empowered to take action to ensure audience members have a safe, fun, and fulfilling experience when they come to the theatre.
Primary Responsibilities	<p>Upon arrival:</p> <ul style="list-style-type: none"> • Put on badge and vest, take and check flashlight • Do not go into the auditorium until the House Manager has given you the okay • Assist with program stuffing or other duties as assigned by the House Manager • Attend the mandatory emergency and safety training session given by the House Manager <p>30 minutes prior to curtain:</p> <ul style="list-style-type: none"> • Take your assigned position • As each patron comes into your area of the auditorium: <ul style="list-style-type: none"> ○ Welcome them ○ Read the seat number on their ticket ○ Take them to their seats • Be aware of any patron in your area with limited mobility or assistive devices • Speak to the House Manager if there are any ticket discrepancies or other issues • Ensure no patrons go on stage or backstage <p>During the show:</p> <ul style="list-style-type: none"> • Sit in your assigned area (bring your coat if sitting down front in the winter) • Watch for patron movement <ul style="list-style-type: none"> ○ If it persists get up and offer assistance ○ If a patron needs to leave the auditorium you must walk with them to the main doors, using your flashlight to lead the way • Remain at the back of the house until your patron returns, and then escort them back to their seat if it is unobtrusive to do so – otherwise seat them at the back of the auditorium • Ensure no patrons go on stage or backstage (unless it's part of the show!) <p>At intermission:</p> <ul style="list-style-type: none"> • Remain in your section – rear ushers should offer to relieve front ushers who need a washroom break • Ensure no patrons go on stage or backstage

	<p>At the end of the show:</p> <ul style="list-style-type: none"> • Thank patrons as they leave • Ensure no patrons go on stage or backstage • Walk-through the auditorium and pick up any garbage or leftover programs – disposable gloves are available if desired • Turn any Lost-and-Found items over to the house manager • Return vest, badge and flashlight
Qualifications	Ushers must be punctual, practice good personal hygiene, and maintain a cheerful, helpful disposition at all times.
Time Commitment	Ushers are typically asked to arrive 1 hour prior to curtain, and to stay until the last patron leaves. The frequency of volunteer opportunities will vary based on the shows booked at the theatre.
Benefits	Ushers get to see the show for free!
Orientation and Training	In order to become an usher volunteers must fill out the Volunteer application form and attend at least one show as a “Shadow” volunteer, working alongside a veteran usher.
Challenges/Risks of the position	Ushers must be able to read tickets, work in low-light environments, and be comfortable walking on a slightly inclined surface.
Boundaries of the position	Do whatever it takes to ensure that our patrons are safe and having a good time! Don’t hesitate to ask the House Manager if you don’t know how to do something or you need some help.
Supervision	Ushers are responsible to the House Manager at all times, and this person will vary from show to show.
Evaluation	N/A
Special Resources	N/A
Success Measures	N/A
Screening Measures	Application form complete, shadowing complete

Date Prepared: October 2017

Location: Fergus Grand Theatre