



Career Service Authority

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Usher

GENERAL STATEMENT OF CLASS DUTIES

Provides assistance to patrons of entertainment facilities by relaying times of performances, locating proper entrances, collecting tickets for admission, and locating seats and exits.

DISTINGUISHING CHARACTERISTICS

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory responsibilities.

ESSENTIAL DUTIES

Some positions in Level One assist in maintaining order among patrons by advising them of correct seating, requesting silence during performances, and directing patrons to the nearest exits during emergencies.

Some positions in Level Two perform doorman duties including checking passes, collecting tickets for admission into events, and organizing, sorting, and counting tickets.

Level Three Ushers plan, assign, and supervise the work of Ushers engaged in the admission, seating, and checking of ticket stubs.

Level Three Ushers train ushers in the proper performance of duties.

Level Three Ushers review complaints and prepare records and reports.

Some positions ensure that entrances and exits are free from obstructions and are in compliance with safety regulations.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly and thoughts are well organized. Employees recognize potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Flexibility – Adapts quickly to changes.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Climbing: ascending or descending objects usually with hands/feet.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Lifting: raising or lowering an object 25-50 pounds.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Noise: sufficient to cause distraction or possible hearing loss.

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate desirable.

Experience Requirement:

None.

Licensure and/or Certification:

Must be at least 18 years of age at time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 5/1/1998

REVISED DATE: 9/21/2008

REVISED BY: Patricia Anderson

CLASS HISTORY This class was put in the current class specification format.