



Job Title: Usher

General Description:

Ushers are responsible for helping guests find their seats during performances such as plays, concerts, graduations, and other events

Duties/Responsibilities:

- Develop a thorough knowledge of the venue and immediate vicinity
- Examine tickets to verify credentials for patrons, visitors and staff
- Provide special assistance to guests with needs, such as individuals with wheelchairs or other disabilities
- Assist patrons in finding seats, lighting the way with flashlights if necessary and distribution of programs
- Ensure a safe environment by maintaining clear aisles and reporting suspicious behavior to security
- Help solve customer concerns by answering questions, settling seating disputes and providing venue and event information to patrons
- Enforce compliance with show-specific guidance, such as use of electronic devices
- Become familiar with emergency evacuation protocol, safety rules, crowd management and the proper way to guide patrons to exits in case of emergency, safely
- Clean seating areas after the show, collect disregarded for forgotten items and store in lost and found for guests to retrieve

Qualifications:

- Ability to work cooperatively and effectively with a wide variety of people including management and peers to effectively solve problems
- Awareness of public safety and security
- Ability to address and handle customer concerns courteously and respectfully
- Reliable, responsible, and dependable

Physical Demands/ Working Environment:

- Must be available for "ALL" show dates in the Season, from April – Labor Day
- Able to lift 50 pounds
- Prolonged periods of standing, bending, walking, twisting, and climbing stairs
- Ability to work outside in varying temperatures, fast-paced environment and often loud
- Reliable transportation to and from work

Cape Cod Melody Tent in Hyannis, MA and the South Shore Music Circus in Cohasset, MA, are sister venues, each with a 2300 seating capacity for all-ages. Our venues are seasonal and are tented outdoor theaters. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 69 years.

Apply online at <http://www.melodytent.org/contact/employment-opportunities/>

or <http://www.themusiccircus.org/contact/employment-opportunities/>