



Town of Apex

Halle Cultural Arts Center

Volunteer Usher Job Description & Expectations

Reports to:

Halle Cultural Arts Center Supervisor and HCAC staff as designated by the HCAC Supervisor.

Job Description

Usher: As a Volunteer Usher, you are an integral part of facilitating a smooth, safe and enjoyable theatre and gallery experience for our patrons. You set the standard for behavior, etiquette, and all things good about the experience. A volunteer usher must be able to both physically and mentally complete the tasks assigned to the satisfaction of the Supervisor of the Halle Cultural Arts Center. Typical duties of volunteer ushers may include, but not be limited to, the following:

- Receiving, Reading & Tearing tickets
- Passing out programs and greeting patrons as they enter the theatre lobby
- Directing Patrons to their seats within the theatre
- During events, assist the “House Manager” or “Facility Supervisor” as designated by the HCAC Supervisor

Expectations

All Halle Cultural Arts Center Staff (Full and Part-Time) have the responsibility of ensuring a positive experience for all of our patrons by ensuring that their visit and experience is as enjoyable as possible. It is your responsibility to support and enforce the decisions made by full-time Halle Cultural Arts Center Staff and fulfill the duties assigned to you by HCAC Director and / or his designee. **Volunteer Ushers should:**

- **Arrive at least 15 minutes prior to “Doors Open” which will be reflected in their schedule.** Continued tardiness will result in ushers being dropped from the schedule.
- Upon arrival, **inform the front desk LSE / House Manager that you are on site and wait for the Event / House Manager to assign your evenings duties**
- **Notify the Event / House Manager** if they need to leave their post for any reason during the event.
- **Dress appropriately.** Volunteer ushers should dress in **black on black**. This includes black pants or skirt, a black shirt or blouse, black shoes, etc... Usher identification tags will be provided to wear on clothing. The HCAC may provide a vest for ushers to wear and those vests should be returned to the House Manager at the end of the event.
- **Notify the HCAC Director of any Schedule Changes:** Usher opportunities will typically be sent out monthly approximately 2 weeks prior to the beginning of the month. This timing coincides with the LSE monthly scheduling process. The HCAC Supervisor will send out, via email, a list of all events where ushers are needed. Ushers should indicate what events they can work and send that information back to the HCAC Supervisor as soon as possible.

Ushers who do not have email will be notified via US Postal Service. The HCAC Supervisor will make every attempt to distribute usher opportunities equally but preference will be given based on job performance and availability. To cancel or reschedule your shift, please email or call the Halle Cultural Arts Center Supervisor in as much of advance as possible. Please do not find your own replacement for your shift.

- **Usher Seating:** The Event / House manager will notify ushers when they may take their seat during an event, typically 10 to 15 minutes after the event as begun. However, if a show is sold out, all ticketed and standby patrons will be seated first. If volunteer ushers are not able to be seated in the performance or are asked to remain outside the theater for any reason they will receive a voucher for one complimentary ticket to upcoming show. They are expected to fulfill their usher duties for the duration of the performance.
- **Off-Limits Areas:** Volunteer ushers should remain out of the dressing rooms, kitchen, backstage, box office, sound/light booth and staff offices unless directed by the Event / House Manager or other Halle staff members.

APPLICATION

The Halle Cultural Arts Center thanks you for your interest in serving as a volunteer usher. The completion of this form does not guarantee ushering opportunities, but will place you on the list for all upcoming current shows and events where ushers are desired. We look forward to welcoming you to our usher staff.

Name _____ Date _____
Address _____
Phone _____
Email _____

1. Please list, all of the days of the week and time slots when you are and are not generally available:
2. Are there any productions / events which you are NOT interested in working?
3. Are you available for last minute scheduling? If yes, please indicate how long it would take you to travel to the Halle.
4. Do you have ushering experience? Where? How many years?
5. Please indicate any other items you believe we should know about?

I agree to the above job duties and expectations for ushers at the Halle Cultural Arts Center

(Signature / Date)