

2010/11 Volunteer Usher Job Description

As a volunteer usher, you are an integral part of the theatre experience Artists Rep offers its patrons. Your customer service and positive attitude affect the experience of each patron. Your duties include greeting patrons as they enter the theatre; answering questions; handing out playbills; taking tickets; and helping patrons locate their seats. You play a critical role in Artists Rep's success. Artists Rep thanks you for your volunteer commitment to the theatre.

Expectations

If you wish to volunteer as an usher, Artists Rep asks that you:

- Attend a Training Session;
- Arrive at least one hour prior to the scheduled curtain time;
- Dress entirely in black (black pants, skirt, shirt, blouse, shoes);
- Follow the directions of the House Manager;
- Treat patrons of the theatre in a respectful manner at all times;
- Refrain from consuming alcoholic beverages while serving as an usher.

Volunteer ushers receive a free seat for the performance they are scheduled to usher, unless all seats for that performance are fully sold. If all seats are sold, you will receive one complimentary ticket to any other Artists Rep show during the 2010/11 season. Please keep in mind that even if the performance you are scheduled to usher at is sold out, you will be expected to perform your usher duties for that performance.

Training

All volunteer ushers for the 2010/11 season are expected to attend a Training Session and Volunteer Appreciation Meeting on August 23, 2010, at 7:30 pm at Artists Rep in the Morrison Theater. Even if you are an experienced usher, we ask that you attend this training session because of changes in house rules and policies that you need to know about. If you cannot attend the training session, please let us know and we will schedule a make-up session for you. Please do try to attend on August 23, as this will be a great opportunity for you to meet and network with other volunteer ushers.

Schedule Changes

To cancel or reschedule your scheduled ushering date, please email krathje@artistsrep.org or call the Volunteer Hotline at 503-241-9807 x132. Please give us as much advance notice as possible.