



## 2009/10 Volunteer Usher Job Description & Expectations

### Job Description

**Usher:** As a Volunteer Usher, you are an integral part of facilitating a smooth, safe and enjoyable theatre going experience for our patrons. Also, as an usher you are an acting example of theatre etiquette as an audience member. The most common duties for theatre ushers are:

- Stuffing Playbills
- Passing out playbills and greeting patrons as they enter the theatre lobby
- Receiving, Reading & Tearing tickets
- Directing Patrons to their seats within the theatre

You may be assigned to any one of these duties upon your arrival at the theatre so all volunteers must be physically capable of fulfilling any of the above mentioned duties. Ushers are also present to assist, under the direction of the House Manager on duty, in an emergency if needed.

### Expectations

**\*House Managers:** Our House Managers have the responsibility of ensuring a positive experience for all of our patrons by ensuring their safety and satisfaction while they are in our building. It is your responsibility to support and enforce the decisions made by the House Manager and fulfill the duties assigned to you by him or her. If you find yourself unwilling or unable to do so please inform the House Manager so that he or she can reassign you appropriately. **The House Manager needs your respect and cooperation to do his or her job effectively.** House Managers are legally required to remain in the theater building for the duration of the performance. As challenges arise, they are authorized to make decisions on behalf of Artists Rep as a whole.

**\*Call-Time:** Please arrive prepared for your shift **at least one hour prior to curtain time.** Please make every effort to be on time. If you are late, we can not guarantee your position as usher or entry to the performance that evening. Upon arrival, **please inform the Box Office that you are a volunteer and wait for the House Manager assigned that evening to your respective theater who will assign your evenings duties,** and likewise, **notify the House Manager should you need to leave for any reason.**

**\*Appropriate Dress:** Artists Rep asks that our volunteers dress in **black on black.** This includes black pants or skirt, a black shirt or blouse, black shoes, etc...

**\*Usher Seating:** Under most circumstances we will be able to seat you in the performance for which you are volunteering. However, if a show is sold out, we seat all ticketed and standby patrons first. If you are not able to be seated in the performance or are asked to remain outside the theater for any reason you will receive a voucher for one complimentary ticket to any other show within the 2009/10 season. You will still be expected to fulfill your usher duties for the duration of the performance.

**\*Schedule Changes:** To cancel or reschedule your shift, please email [volunteer@artistsrep.org](mailto:volunteer@artistsrep.org) or call the Volunteer Hotline at **503-241-9807 x132.** Advance notice is helpful and will directly affect the options for your being rescheduled. Do not find your own replacement for your shift.

**\*Parking:** Street parking is free after 7pm and \$1.25/hr before 7pm. You may park in the Artists Rep parking lot for \$5 per show, payable at the pay station.

**\*Alcohol:** While on duty as a Volunteer Usher you are required by the Oregon Liquor Control Commission to refrain from consuming any alcoholic beverages. Ushers are not permitted to serve or pour alcohol unless carrying a valid Oregon Liquor Control Commission server's license and asked by the House Manager to do so.

**\*Off-Limits Areas:** Please remain out of the green room, kitchen, backstage, box office or under the stage area unless directed by a House Manager or staff member to do so.