JOB TITLE:       Usher / Ticket Taker
FLSA:  Non-Exempt
FACILITY: Five Flags Center
DEPARTMENT:  Event Services (Front-of-House)
PAY RATE: 
REPORTS TO:  Usher Supervisor (House Manager) and /or Events Manager
SUPERVISES:  None

POSITION SUMMARY:
Position is required to assist patrons with their customer service needs while attending a public or private event.

MAJOR RESPONSIBILITIES
• Assist patrons with seating
• Maintain position on post, section/viewing area of responsibility
• Oversee assigned area for spills or situations requiring staff attention
• Direct person with handicap to wheelchair seating area (if applicable)
• Receive and act on complaints from patrons according to established policies and procedures
• Supply information such as location of restrooms, telephones and ticket offices
• Monitor aisles/steps in assigned section to be kept clear and compliant with fire codes
• All other duties assigned

WORKING CONDITIONS:
• Ability to stand for long periods of time required
• Must be able to climb stairs in restricted lighting
• Ability to move quickly from one area to another in a safe manner
• Flexible hours including weekends, holidays and evenings
• Work hours are casual labor, seasonal and non-guaranteed

KNOWLEDGE, SKILLS AND ABILITIES:
• Good communication skills required
• Greet guests in a friendly manner and be professional at all times
• Stay calm under pressure
• Neat/clean and well-groomed appearance
• Ability to see/read ticket clearly
• Operate radio devices
• High School Diploma or GED preferred
• One year prior experience in a customer service position preferred

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