



JOB TITLE: Usher / Ticket Taker	FLSA: Non-Exempt
FACILITY: Five Flags Center DEPARTMENT: Event Services (Front-of-House)	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 locating correct seating assignment
- Maintain position on post, section/viewing area of responsibility
- Oversee assigned area for spills or situations requiring staff attention
- Receive and act on complaints from patrons according to established policies and procedures
- Supply information such as location of restrooms, concessions, and ticket office.
- 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 navigate stairs in restricted lighting
- Ability to move quickly from one area to another in a safe manner
- Flexible Hours assigned according to event schedule.
 - Hours can include weekdays, nights, weekends, and holidays.

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 and assist customers to correct seat
- Ability to operate 2-way radio devices
- High School Diploma or GED preferred
- Prior experience in a customer service position preferred

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