



**Position: Usher/Event Security**

**Department: Operations**

**Reports to: Guest Services Manager and Usher Supervisor**

**FLSA Status: Part-time, Hourly, Non-exempt**

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**Summary:**

Direct the safe and orderly flow of guest traffic upon entry and exit from venues throughout the Peoria Civic Center while providing excellent customer service with a courteous and friendly demeanor.

**Essential Duties and Responsibilities:**

- Direct patrons to the correct seat location, providing the appropriate level of assistance. Answer guest questions in a timely manner.
- Inspect assigned seating areas for damage or safety issues prior to each event and immediately report deficiencies to a supervisor.
- Promote the reputation and goodwill of the Peoria Civic Center through a well-groomed appearance and pleasant, helpful, and courteous interactions with customers, the public, and other employees.
- Follow the dress code according to requirements for each event and wear the provided uniform elements. Maintain cleanliness of assigned uniform or shirt.
- Maintain tight security for entry to venues by verifying validity of patron tickets.
- Follow current procedures for scanning event tickets upon guest entry.
- Report unsafe conditions and guest accidents to supervisor and/or security/medical staff as required before, during, and after an event.
- Treat all guests and co-workers with respect.
- Promote an enjoyable environment for guests by striving to deescalate confrontations among guests and/or staff and report incidents to supervisor and security as the situation demands.
- Other duties as assigned.

**Supervisory Responsibilities:**

There are no direct reports for this position

**Minimum Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work a flexible schedule, including nights, weekends, and holidays, according to the event schedule.
- Ability to work an overall part-time schedule, according to the number and type of events scheduled. No minimum hours each week.
- Must be 18+ years old to apply.

**Education and / or Experience:**

- High school diploma/GED required.

**Skill and Abilities:**

- English language fluency required.

**Computer Skills:**

- Basic computer competency preferred, including use of email applications.

**Other Qualifications:**

- Must have reliable transportation.

**Working Conditions and Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work extended and/or irregular hours including nights, weekends and holidays as needed. Must have the ability to walk extended distances and climb stairs. Physical requirements include the ability to occasionally lift up to 25 lbs.
- While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear when interacting with the public and other employees; vision sufficient to safely navigate steps and pathways with minimal lighting. This position may require work inside or outside of the building, as needed by events.

**To Apply:**

Apply via Indeed.com or the [ASM Global Career Portal](#).

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The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Applicants who need reasonable accommodations to complete the application process may contact the Peoria Civic Center Human Resources at [mjohnson@peoriaciviccenter.com](mailto:mjohnson@peoriaciviccenter.com).