

Steven Tanger Center for the Performing Arts

Position Title: Volunteer Usher

Primary Mission: Works in a team oriented environment to create an exceptional customer service experience for patrons/guests. Performs at a consistent level of excellence to ensure a pleasant and safe environment in our lobbies and theater.

Reports to: Floor Lead, House Supervisor, and Guest Services Manager

Volunteer Perks:

- Complimentary seat for Greensboro Symphony Performances volunteered
 - Assists with ushering in lobby pre-show, intermission, and post show
- 2 complimentary tickets every month to select* Steven Tanger Center presented attractions
 - *A list of shows available for complimentary tickets will be emailed to Volunteers prior to the first of every month. Complimentary tickets are based on volunteering a 3 performance minimum every month. Tickets must be redeemed every month. Credit towards complimentary tickets cannot be carried over from month to month.

Duties and Responsibilities:

1. Wear assigned uniform to each event
2. Reports to House Supervisor at the designated report time and is ready for briefing on show information
3. Survey assigned area for any issues needing corrections. Maintains a work area (before, during, and after events) and reports any maintenance or housekeeping needs to Floor Leads or House Supervisor.
4. Responsible for understanding the layout and floor plan of every level of the theater where the ushers can be assigned. Interacts with patrons/guests in giving directions and instructions (entrance/exit doors, restrooms, water fountains, telephones, concessions, elevators, stairways, emergency stairways, parking, etc.).
5. Be polite and approachable. Our goal is to make contact with every guest with a positive exchange.
6. Greet each patron/guest and accompany them to their assigned seat in an expeditious manner
7. Assists patrons/guests with any questions or obstacles they may encounter
8. Listen to and act on any questions or complaints from guests. Refer to Floor Lead if the solution is beyond your ability to resolve.
9. Keep aisles and walkways clear at all times. Stays on your feet and is proactive.
10. Assist with distribution of Playbills and other materials
11. Thank the patron/guests and invite each to return soon
12. Assists with other staff to pick up trash items inside the seating area after each performance

For more information, please e-mail James Smith, Guest Services Manager, james.smith2@greensboro-nc.gov.