



Job Title: Usher

Department: Front of House

Reports to: Supervising House Manager

Start Date/End Date: April 5/December 30 - this is a Seasonal/Part-Time position

FLSA Classification: Part time/Seasonal Non-Exempt

Wage/Compensation Range: \$15.60/hour

Our goal is to be a diverse workforce that is representative, at all job levels, of the community we serve. Goodspeed Musicals is committed to creating an equitable, inclusive, and accessible workplace environment, and is proud to be an Equal Opportunity Employer. Women, non-gender binary/trans individuals, BIPOC (Black, Indigenous, and People of Color), and people with disabilities are **STRONGLY** encouraged to apply.

General statement of Job Function:

The usher is responsible for delivering top-notch customer service and ensuring a safe and enjoyable environment for our theatre patrons at both the Goodspeed Opera House and the Norma Terris theatres. As the face of hospitality, you will be the first point of contact for our guests and your friendly and professional demeanor will set the stage for an unparalleled event experience.

Principle Duties and Responsibilities:

- Greet guests in a friendly and welcoming manner
- Direct guests to their seats
- Assist teammates in cleaning and organizing of the theatre both pre and post show
- Handle and resolve guest inquires, requests, issues in a timely and efficient manner
- Maintain a clean and orderly seating area, lobby, and public spaces
- Provide any necessary information about event to guests
- Strong communication skills with the ability to interact courteously and professionally with a diverse range of individuals
- Genuine desire to assist and ensure guest satisfaction- problem solving skills
- Attention to detail and the ability to follow instructions

Required Qualifications and Skills:

- Respect for Goodspeed's mission and drive, including the understanding that the focus of our work is to support the artistic and creative process—and people—at the heart of making musical theatre.
- Exhibit interpersonal savvy, which includes relating comfortably to a variety of personalities; cultivating and maintaining positive relationships; employing discretion, diplomacy, and tact; seeking the positive in all situations.
- Comfortably and effectively cope with change and ambiguity, which includes effectively transitioning between tasks and timelines, identifying priorities and making good

decisions with a minimum of information; staying relaxed and proactive when things are uncertain; confidently managing risk and uncertainty.

- A commitment to an equitable work environment, which includes use of gender inclusive language; support for individual gender expression, racial equity and inter-generational collaboration; accessibility for people with disabilities; and cultural sensitivity.
- Ability to work effectively in a team as well as independently
- Enjoy working with the public
- Willingness to work flexible hours including weekday matinees, evenings, weekends and holidays as per the event schedule
- Flexibility- ability to adjust to the changes of day to day ushering duties
- Must enjoy musical theatre
- Must be 16 years of age to apply and have access to your own transportation.

How to Apply: Please send a cover letter, resume, and list of three references to jobs@goodspeed.org with the subject line “2024 Usher”