



POSITION: Usher/Curranator

LOCATION: Curran, San Francisco

We're looking for enthusiastic, dynamic and driven individuals to join our highly skilled Front of House team for the new production of HARRY POTTER AND THE CURSED CHILD inside of our historic 1,600 seat theater. Ideal candidates will have exemplary customer service skills, confidence dealing with the public, a passion for the arts and drive to achieve the highest standards. Report to Customer Experience Managers and Venue Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for providing excellent customer service
- Greet and check-in patrons using ticket scanners
- Disseminate show programs and ALDs (Assistive Listening Devices) as needed
- Direct patrons to their seats, bathrooms, bars, gift shop, lift and exits
- Assist patrons with ticket issues; directing them to the Box Office for further help as needed
- Seat patrons in a timely, thoughtful, and safe fashion assisting with F&B seat sales if needed
- Provide assistance to patrons with mobility issues and safely store mobility devices out of walkways
- Act as a point of contact for injured patrons, and call the appropriate staff to assist in First Aid
- Assist in upkeep of the theater - including spills, trash, or other necessary clean up
- Help with any pre or post-show special event set-up and/or break-down and last minute needs
- Retain knowledge of emergency procedures and work closely with management in an emergency
- Engage with patrons and work in effectively resolving any patron conflicts or concerns
- Contribute to a fun vigorous environment, inspiring and promoting respect and dedication
- Must be a member of, or willing to join B18, the San Francisco Usher's Union

EDUCATION & EXPERIENCE:

- High School degree or work permit required
- Exceptional interpersonal relations and communications skills
- Experience in Food & Beverage, hospitality, retail sales, and/or the theater environment
- Knowledge and/or certifications in health code, fire safety, first aid, CPR, and other life safety a plus
- Experience operating radios, electronic scanners, POS systems and smart-phones strongly desired
- Ability to manage email and digital scheduling communications using online applications
- Experience with money handling and cash registers is a plus
- Able to lift 25+ lbs to help Front of House re-stock consumables
- General knowledge or interest in live theater and the arts a plus

This position is an hourly union position and will be subject to Curran's agreement with B18. Candidates who can work 30+ hours, 5+ shows per week will be prioritized. Please send your cover letter and resume to NatalieAshodian@theambassadors.com and place "USHER" and your name in the subject line.

Due to the volume of applicants, we are unable to personally contact each applicant. We will contact you if we are interested in scheduling an interview. Please no phone calls or in-person inquiries.

We value a diverse workforce and is an equal opportunity employer.