Lead Usher  
Job Description

Program/Department: Audience Services
Direct Report: Audience Services Manager
Classification/Compensation: Part-time, Seasonal, $14/hour

Work Schedule: Approximately 10 hours/week during performance weeks
Flexible schedule with remote work: Mondays – Fridays 10AM – 6PM
Thursdays – Fridays; Mondays, 6:30PM – 8PM; Sundays, 3:30PM – 5PM
(In-person required during some of the time period: Jan 15 – Mar. 27; June 2 – July 10; Sept. 15 – Oct. 9, Nov. 17 – Dec. 11 (Paid training prior to these dates required).

East West Players, Inc. (EWP) is a non-profit organization with a mission of producing artistic works and educational programs that foster dialogue exploring Asian Pacific experiences.

EWP seeks an Usher to support the activities of the Audiences Services Department.

Responsibilities include, but are not limited to the following:

- Represent East West Players’ policies and mission of producing artistic works and educational programs that foster dialogue exploring Asian Pacific experiences with ticket buyers, donors, funders, and artists.
- Coordinate and ensure the smooth operation of the Front of House and trouble-shoot customer service issues.
- Ensure the safety of patrons, volunteers, and staff through the proper implementation and enforcement of emergency procedures.
- Maintain current knowledge of EWP, the shows, and the Little Tokyo neighborhood.
- Train Volunteer Ushers on their duties including emergency procedures, program dispensing, ushering, ticket-taking, concessions, survey retrieval, and clean-up.
- Maintain a clean House Manager Supply Closet, concessions stock & monies, and monitor lost and found for East West Players.
- Other duties as assigned.

Required Competencies:

- Excellent customer service skills, speaking and writing skills
- Problem solving and negotiation
- Experience making quick decisions in high-pressure and time-sensitive situations
- Front line patron service appearance and demeanor
- Ability to work long hours seated or standing
- Ability to maintain clean and organized shared work areas
- Ability to work well with others in confined spaces
- Flexible work schedule

Preferred Experience in:

- Prior attendance or knowledge of East West Players and Little Tokyo
- First Aid training and CPR

Applicant Instructions:
Send resume, cover letter, and availability for work to team@eastwestplayers.org. Please make the subject line of your email “Usher”. No phone calls please.

EWP provides all persons with equal employment opportunities without regard to race, color, religion, sex, national origin, disability, age, veteran or marital status or any other characteristic protected by federal, state, or local law.

1/26/2022