

Volunteer Usher Description

<u>POSITION TITLE:</u>	Usher	Antoinette Hatfield Hall
<u>REPORTS TO:</u>	Volunteer Coordinator	For questions and concerns relative to scheduling and programs.
	House Manager	For all questions and concerns during a performance/shift
<u>COMMITMENT:</u>	Volunteers are asked to commit to ushering two times per month each year.	

MAKING A GOOD “FIT”: Portland’5 is committed to providing outstanding customer service to all of its patrons. To meet that need, we constantly evaluate the performance of all ushers, especially during the training period. Your commitment to meeting those standards is critical to the success of our volunteer usher program. We will evaluate every new usher’s performance within three months to determine if the fit is a good one.

SKILLS AND ABILITIES REQUIRED:

- Ability to communicate clearly, concisely and in a courteous manner.
- Ability to deal effectively with co-workers and the general public.
- Ability to deal effectively and successfully with stressful and sometimes difficult situations.
- Ability to grasp procedural techniques, facility policies and regulations, and physical layout.
- Ability to stand for long periods of time.
- Ability to climb ramps and stairs.
- Ability to read theatre tickets
- Must be age 18 or older.
- Dependability critical.

DUTIES:

1. **To provide ushering services for the Newmark, Dolores Winningstad, and Brunish Theatres**
2. **To provide ticket taking services for the Dolores Winningstad and Brunish Theatres**
3. **To be on time for performances. Ushers need to check in and be ready to work before briefing time. (Briefings are held 45 minutes prior to curtain time.)**
4. **To represent Portland’5 to the public in a professional and friendly manner at all times.** The ushers play a key public role and their task is to serve, and to make the patron feel welcome and at ease.
5. **To adhere to the dress code while ushering.** The dress code was established to create a professional appearing volunteer core that may be easily identified while working. All volunteers’ attire should be clean, fresh and neatly pressed.
 - Women need to be dressed in solid black skirt/slacks and a solid white blouse or sweater.
 - Men need to be dressed in solid black slacks with a solid white shirt and tie or bow tie.
 - Only white sweaters are acceptable when you are loading the house, during intermission, and at the end of the show.
 - All volunteers need to wear black closed toe shoes.

6. **To adhere to MERC'S drug and alcohol policies.** Volunteers should not report to work under the influence of alcohol or any controlled substance (drugs) and **may not** consume alcohol or use any controlled substances (drugs) while on duty.
7. **Smoking or the consumption of food or beverages by volunteers is strictly prohibited while on duty for an event.**

RESPONSIBILITIES:

1. **To schedule yourself for usher opportunities.** As a volunteer, you need to be able to schedule yourself for shifts using Celayix – our electronic scheduling system.
2. **To check times and dates with volunteer coordinator whenever you have a question.** It is your responsibility to enter your availability from the 1st – 10th of the month and view your schedule after the 25th of the month. **Briefing time is the time you need to be in the designated location and ready to work. BRIEFING TIME IS NOT ARRIVAL TIME.** We suggest you come 10-15 minutes before briefing time.
3. **To let the Portland’5) know when you cannot make a shift.** Illness or family emergencies occasionally arise which may prevent you from meeting an ushering commitment. As soon as you know you will not be able to attend your scheduled performance, **call the P’5 office at 503-274 - 6552 before 5:00pm Monday through Friday, and the stage door at 503-274-6551 at all other times.** This allows the House Manager to make the theatre assignment with the correct number of people.
4. **To know emergency procedures.**
5. **To understand layout of the three theatres and accurately describe location.**
6. **To read your newsletter.** This is our form of communication with the volunteers. Updated information you need to know will be, in the newsletter.

PHONE NUMBERS

VOLUNTEER COORDINATOR
STAGEDOOR

503-274-6552
503-274-6551

Failure to comply with the above duties as observed by house manager and/or the volunteer coordinator may mean dismissal from the volunteer program. The Portland’5 reserves the right to determine who will be scheduled and work assignments.

SEEING PERFORMANCES: Always remember, your priorities should be Portland’5, its patrons, and promoters. Many times, you will be able to see the performance when you are ushering; however, this should not be your only motivation for volunteering.