



**JOB TITLE:** Usher

**SCHEDULE:** Part Time

**REPORTS TO:** Head Usher

**START DATE:** December 2021 – January 2022

#### **ABOUT THE GUILD THEATRE:**

The Guild Theatre is a not-for-profit music and event performance space bringing live music and entertainment to the Menlo Park Peninsula region. The venue holds 500+ patrons and hosts a wide range of entertainment, including music, film, and special events programming.

#### **WHAT WE'RE SEARCHING FOR:**

We're searching for candidates eager to jump on board and be some of the first employees of The Guild Theatre. Our future employees will have a passion for live music and the arts, a strong understanding of customer service, and a team-oriented mindset.

Our Volunteer **Usher Staff** will courteously assist with the safe and efficient flow of guests into and around the venue.

To ensure success in this role, the ideal candidate should be able to move quickly and make guests feel welcome and comfortable at the theatre.

#### **RESPONSIBILITIES OF OUR USHERS:**

- Collect and verify tickets from event attendees
- Greet patrons and assist them with finding their seats
- Assist guests with locating exits and amenities such as restrooms & concession areas
- Ensure aisles, walkways, and designated seating areas are clear, clean, and safe
- Calmly assist with disputes regarding tickets and seats
- Assist guests with complaints or concerns, escalating to a supervisor or two security when necessary
- Other duties as assigned

#### **OUR IDEAL CANDIDATE SHOULD HAVE:**

- Excellent communication and interpersonal skills
- Excellent customer service skills with ability to resolve minor disagreements
- Ability to learn venue layout and operating guidelines
- Reliable and self-motivated personality
- A team-player attitude

#### **OUR IDEAL CANDIDATE SHOULD BE ABLE TO:**

- Stand and walk for prolonged periods of time
- Must be able to lift and carry up to 25 pounds at times

**HOW TO APPLY:**

If you're interested in a position with us, please email your resume with a note describing which role you're applying for, why you are qualified for the position, and your desired salary range to us at

[jobs@guildtheatre.com](mailto:jobs@guildtheatre.com) or mail to:

Guild Theatre Business Office

611 Menlo Avenue

Menlo Park, CA 94025

*Please do not contact us via social media for jobs. Due to the anticipated volume of responses, only qualified candidates will be contacted.*

**EQUAL OPPORTUNITY:**

The Guild Theatre is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender expression, gender identity, genetic information or characteristics, physical or mental disability, marital/domestic partner status, age, military/veteran status, medical condition, or any other characteristic protected by law.

The Guild Theatre is committed to ensuring that our hiring process is accessible for persons with disabilities. If you have a disability or limitation, such as those covered by the Americans with Disabilities Act, that requires accommodations to assist you in the search and application process, please email us at [jobs@guildtheatre.com](mailto:jobs@guildtheatre.com).