



PITTSBURGH SYMPHONY ORCHESTRA

Heinz Hall | 600 Penn Avenue Pittsburgh, PA 15222-3259 | phone 412.392.4900 fax 412.392.4909 | www.pittsburghsymphony.org

## PITTSBURGH SYMPHONY JOB DESCRIPTION

JOB TITLE: Usher

STATUS:	NON-EXEMPT <input checked="" type="checkbox"/>	EXEMPT <input type="checkbox"/>
	PART-TIME <input type="checkbox"/>	FULL-TIME <input checked="" type="checkbox"/>

Direct Resumes to: [sweber@pittsburghsymphony.org](mailto:sweber@pittsburghsymphony.org)

### JOB PURPOSE AND REPORTING STRUCTURE

This position reports directly to the Event Supervisor

The purpose of this position is to provide premiere customer service for all patrons of Heinz Hall and to provide prompt, efficient, professional and courteous assistance to Heinz Hall patrons.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Be available for all regularly scheduled events on the performance calendar
- Distribute program books and program book inserts to appropriate hall locations
- Scan Patron tickets upon entering the Hall
- Place inserts into program books
- Hand out programs to patrons
- Escort patrons to their seats
- Be familiar with handling ticket problems
- Be able to handle patron complaints
- Problem solve and take initiative in crisis and emergency situations
- Be familiar with all aspects of the Hall to be able to provide necessary information to patrons
- Assist patrons with disabilities
- Accept customer comments and forward to appropriate staff
- All other duties as assigned

### REQUIREMENTS

- Prior ushering experience or classical music knowledge helpful, but not required

### COMMITTEES

- None

PAY RATE – Minimum Wage