



# PITTSBURGH SYMPHONY ORCHESTRA

## Usher (Part Time)

Reports to: Event Supervisor  
Supervises: None  
Status: Non-Exempt, Part Time

### Job Purpose

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

- Act as the first point of contact for patrons as they enter the building, providing a warm customer-oriented experience
- Scan patron tickets upon entering the Hall and escort patrons to their seats
- Distribute program books/inserts to appropriate Hall locations and hand programs to patrons
- Be familiar with handling ticket problems and patron complaints
- Assist patrons with disabilities
- Provide directions and respond to patron inquiries with a consistent customer service tone
- Maintain a professional appearance and a courteous attitude towards all guests and staff at all times

### Required Education, Experience and Abilities:

- Experience working directly with the public
- Prior ushering experience or classical music knowledge helpful, but not required
- Outstanding customer services skills
- Able to handle the stress of high customer demand in a hospitality environment
- Ability to work independently and/or with others as needed
- Ability to maintain composure and perform well under pressure
- Ability and willingness to work irregular hours, including evenings and/or weekends. Available for all regularly scheduled events on the Heinz Hall performance calendar.

### Physical Requirements:

- Ability to be mobile for extended periods of time
- Ability to problem solve and take initiative in crisis and emergency situations

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

Night & Weekend Availability is a Must

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The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The PSI recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.