



Seasonal: Usher (June – September)

Cape Cod Melody Tent, Hyannis MA South Shore Music Circus, Cohasset MA

General Description:

- Ushers are responsible for the seating and safety of all patrons during performances such as plays, concerts, graduations, and other events. Ushers are also expected to carry out job functions within the scope of customer service, audience experience, cleaning of seats, pre-show prep, post-show clean up, guest and staff safety/emergency response. Must be available for “ALL” show dates: June – mid-September.

Duties/Responsibilities:

- Develop a thorough knowledge of the venue and immediate vicinity
- Examine tickets to verify credentials for patrons, visitors and staff
- Provide special assistance to guests with needs, such as individuals with wheelchairs or other disabilities
- Assist patrons in finding seats, lighting the way
- Ensure a safe environment by maintaining clear aisles and reporting suspicious behavior to security
- Help solve customer concerns by answering questions, settling seating disputes and providing venue and event information to patrons
- Enforce compliance with show-specific guidance, such as use of electronic devices, cell phones or Yondr pouches
- Remain at assigned post/aisle throughout event
- Become familiar with emergency evacuation protocol, safety rules, crowd management and the proper way to guide patrons to exits in case of emergency, safely
- Clean seating areas after the show, collect disregarded or forgotten items and store in lost and found for guests to retrieve
- Attend pre-event Usher meetings and other trainings as required by management
- Basic understanding of the artist performing that night

Qualifications:

- Ability to work cooperatively and effectively with a wide variety of people including management and peers to effectively solve problems
- Awareness of public safety and security
- Ability to address and handle customer concerns courteously and respectfully
- Reliable, responsible, and dependable

Physical Demands/ Working Environment:

- Ability to descend/ascend ramps and inclines/declines repeatedly as outlined
- Prolonged periods of standing, bending, walking, twisting, and climbing stairs (3 to 3 ½ hours)
- Ability to work outside in varying temperatures, fast-paced environment and often loud and dark/dim lighting
- Work varied shifts, including nights, weekends and holidays.
- Reliable transportation to and from work

Cape Cod Melody Tent in Hyannis, MA and the South Shore Music Circus in Cohasset, MA, are sister venues, each with a 2300 seating capacity for all-ages, are seasonal tented outdoor theaters. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 70 years.

To Apply: Please email your resume to jobs@themusiccircus.org or apply online at <http://www.melodytent.org/contact/employment-opportunities/> or <http://www.themusiccircus.org/contact/employment-opportunities/>

Qualified applicants will be contacted for an interview.