

APOLLO

JOB DESCRIPTION

Job Title: *Usher*
Department: Front of House
Reports To: Director of Patron Services
FLSA Status: Non-Exempt

Organization: Founded in 1991, The Apollo Theater Foundation, Inc. is dedicated to the preservation and development of the legendary Apollo Theater through the Apollo Experience of world-class live performances and education programs that:

- Honor the influence and advance the contributions of African-American artists; and
- Advance emerging creative voices across cultural and artistic media.

Our vision is to expand the reach of the Apollo Experience to a worldwide audience.

Essential Duties and Responsibilities

Usher:

- Greet visitors and direct patrons to their seats.
- Answer questions about the theater's history.
- Monitor audiences to prevent picture-taking, recording and other prohibited activities.
- Ability to read event ticket in dim lighting with use of flashlight.
- Ability to present a calm demeanor that deters people from engaging in disruptive conduct while encouraging positive interaction with guests.
- Checking assigned section for cleanliness.
- Be aware of and enforce appropriate house rules.
- Other duties as directed.

Restroom Attendant:

- Ensure restrooms are clean and functional (replacing supplies, wiping counters, mopping).
- Direct patrons to open stalls.
- Report any suspicious activities to management.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, and/or competency required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A high school diploma or GED.
- Strong verbal communications skills.
- An ability to effectively present information and respond to questions
- High level of motivation, persistence and patience in working with various groups of people.
- Must be able to stand for extended periods of time, walk up four flights of stairs, able to lift 50 lbs.
- Must be able to open theater doors repeatedly throughout shift.
- Able to work collaboratively with a team.
- Must have evening, weekend and holiday availability.
- Experience in digital photography, marketing, social media, merchandising and maintenance a plus, but not required.
- All applicants will be subject to Criminal and NSODB Background Checks.

Please place the word(s) "Usher" or "Restroom Attendant" in the subject header of your e-mail. To apply, send a cover letter, resume, schedule of work availability and three references to FOHjobs@apollotheater.org.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.