

University of Dubuque  
Student Employment Opportunities

JOB TITLE:	USHER (FRONT-OF-HOUSE STAFF)
Department:	Performing Arts Center
Location:	Heritage Center
Supervisor:	Thomas Robbins, Assistant to the President & Executive Director
Phone Number:	589-3507
Email:	trobbins@dbq.edu
Job Responsibilities:	<ul style="list-style-type: none"> <li>• Arrive in advance of showtime (reserved seating events, 75 minutes prior; general admission, 60 minutes prior)</li> <li>• First and foremost, ensure patron safety and comfort.</li> <li>• Prior to event, walk through assigned area to ensure everything is neat and orderly.</li> <li>• Keep talking minimal during sound checks. No talking is allowed during the performance unless necessary to assist a patron.</li> <li>• Greet patrons and ask if they need guidance to locate seat(s).</li> <li>• Read tickets and show patrons to their seats. Gesture with an open hand rather than a pointed finger.</li> <li>• Distribute playbooks to patrons.</li> <li>• Assist patrons who may need to move during a performance by using a flashlight to guide patrons to the appropriate exit. Remember flashlights can be distracting to other patrons. Please cast the beam of your flashlight pointed towards the floor.</li> <li>• Enforce house policies such as no food or drink. Video recording and photography are generally also not allowed.</li> <li>• Assist patrons by offering listening assist devices, booster seats, or helping patrons with physical needs like wheelchairs or walkers to their seats.</li> <li>• After the show remain in your assigned section and thank patrons for coming as they leave.</li> <li>• After patrons have vacated the house, check your assigned section for lost items, pick up and dispose of any refuse, straighten any loose chairs.</li> <li>• Turn in flashlights and nametags and retrieve personal items.</li> <li>• Training will begin in early April</li> </ul>
# of Positions:	Approximately 20.