



JOB TITLE: Usher
REPORTS TO: Usher Captain/Event Manager

DEPARTMENT: Operations
FLSA: Hourly/Non-Exempt

Summary

This part-time position delivers superior guest service assisting our guests in locating and getting to their seats during events.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Deliver superior guest service
- Accompany guests to their designated seats. Provide extra assistance if necessary.
- Provide elevator service to various levels of the facility for our guests as needed.
- Ensure crowd control stays at a reasonable level.
- Provide directional assistance by becoming knowledgeable about locations throughout the facility.
- Keep aisles clear of debris/spills and guests to ensure a safe environment.
- Enforce rules and regulations of the building (ie..no smoking, no throwing of objects)
- Provide courtesy, respect, and professionalism to all guests and fellow employees.

Supervisory Responsibilities

This position does not have supervisory responsibilities.

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, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED)
1+ years of Customer Service Experience required

Skills and Abilities

Ability to work with minimal supervision; Strong customer service skills; Good verbal and interpersonal skills required; Professional presentation, appearance and work ethic; Ability to work irregular hours including, night shifts, weekends and holidays; Ability to interact with all levels of staff including management

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position will require a large amount of stair climbing, walking, and standing to access all seating areas. Position is not substantially exposed to adverse environmental conditions. This position may be exposed to high noise levels and confined spaces.

Other Qualifications

Ability to work with minimal supervision
Ability to work flexible hours including daytime, evening, weekends and holidays, as needed
Must have professional attitude and appearance
Excellent problem solving skills

Completed applications should be sent to:

AEG Human Resources Department
101 5th Avenue, Pittsburgh, PA 15219
412-804-7981 – Fax
hrmanager@ppgpaintsarena.com

