



Volunteer Usher – Job Description

Ushers provide a welcoming and helpful service to patrons of the Mahaiwe Performing Arts Center.

Primary responsibilities:

- Welcoming patrons to the theater, handing out programs and directing them to their seats.
- Honoring and observing the Mahaiwe's Equity & Inclusion Values with respect to diverse group identities, ensuring that all visitors experience a welcoming and inclusive environment;
- Ensuring the comfort and safety of the public in the theater.
- Scanning and checking tickets at entry.
- Preparing/folding programs prior to performance.
- Providing general information and answering patron questions.
- In case of an emergency, assisting with evacuation duties.
- Attending team meetings.
- Any other relevant duties as requested by the House Manager or Assistant House Manager.

Dress Code:

- White top, black bottoms. Shoes should be clean and comfortable, with covered toes and heels and be appropriate for long periods standing.

Schedule:

- House Manager sends out event schedule by email 2-3 months in advance, and ushers may volunteer for as many events as they like.

NOTES:

- When space allows, it is often possible for ushers to take a seat during a performance, but seating is not guaranteed.
- In order to remain current with theater policies and procedures, we suggest that each usher work at least 4 events per year.

If you are interested, please send inquiry to:

Josef Quirinale, House Manager
JQuirinale@mahaiwe.org