

**JOB TITLE: USHER AND HEAD USHER**

**WORK DAYS PER FISCAL YEAR: As Needed – This is an on-call position.**

**SUMMARY:** The Usher is responsible for overseeing all activities related to the front of house, main lobby, box office, concessions booth, public restrooms, elevator, auditorium, all entry and exit ways for a variety of events held at the Performing Arts Center. The position assists users and ensures the safety and comfort of the audience.

**CONTEXT AND MISSION:** Highline Public Schools serves approximately 18,000 students in the communities of Burien, Des Moines, Normandy Park, SeaTac, and White Center in Washington State. In 2013, parents, students, community members, and staff at all levels of the district came together to develop a strategic plan that reflects our goals and dreams for our students. The plan was updated in 2018 to guide our work through 2023. The plan's promise is that *every student in Highline Public Schools is known by name, strength, and need, and graduates prepared for the future they choose.*

The strategic plan is centered on Our Promise. It includes five big goals for Highline students, supported by Our Foundation.

- **Equity.** *We will disrupt institutional biases and end inequitable practices so all students have an equal chance at success.*
- **Instruction.** *We will reduce achievement and opportunity gaps by using culturally responsive, inclusive, standards-based instruction.*
- **Relationships.** *We will know our students by name, strength and need and have open, two-way communication with students, families and community partners.*
- **Support.** *We will increase student success by supporting their social-emotional and academic needs.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for the opening and closing procedures of the Performing Arts Center.
- Responsible for emergency evacuation procedures.
- As a resource person, assist user groups, performers and audience members (answer questions, give directions, assist with elevator, take tickets, had out programs, etc.)
- Responsible for the safety and comfort of the audience. Supervise and monitor lobby, auditorium, restrooms, dressing rooms, hallways, parking lots, and back entrance. Be visible and make sure fire and safety codes are not violated. Uphold policies, rules and regulations of the Highline School District and the Performing Arts Center.
- Responsible for security. Protect the district equipment and supplies against pilferage, loss, theft, or abuse.
- Maintain lobby, concessions room, restrooms, auditorium, and storage areas in a clean and orderly condition.
- Operate radio and headset system.
- Complete forms and reports thoroughly and accurately (i.e.-timesheets, accident reports, incident reports, event reports, etc.)

**Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## JOB DESCRIPTION: USHER AND HEAD USHER

### **MINIMUM QUALIFICATIONS**

#### **EDUCATION AND EXPERIENCE:**

High school graduation or equivalent  
One-year experience working with the public

#### **PREFERRED QUALIFICATIONS:**

Theatre or venue usher experience

#### **OTHER REQUIREMENTS:**

Ability and willingness to work flexible hours including day, evenings and weekends

#### **CONDITIONS OF EMPLOYMENT:**

Criminal history background clearance  
First Aid and CPR certification within 90 days of hire and maintain certification  
Ushers that also work in another district position cannot exceed 40 hours per week, combined total of both positions.  
After successful completion of training and six shadow dates the position will advance to Head Usher hourly rate.  
All certificates, licenses, endorsements, permits, and vaccines (absent exemption) as required for this position by state and local authorities

#### **KNOWLEDGE OF:**

Customer service and public relations skills  
Positive oral communication methods  
Security and safety best practices

#### **ABILITY TO:**

Communicate effectively and in a positive tone both verbally and in writing  
Work independently with minimal supervision  
Exercise good judgment and make sound decisions  
Be punctual and maintain good attendance record  
Represent the Performing Arts Center in a professional and courteous manner  
Enforce safety rules and regulations  
Comply with school board policies and follow administrative procedures

**REPORTING RELATIONSHIP:** Reports to the Performing Arts Center Manager or designee

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and walk. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, stoop, and sit. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

## JOB DESCRIPTION: USHER AND HEAD USHER

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee will experience constant interruptions; required to meet deadlines. The noise level in the work environment is usually moderate.

*Job descriptions are written as a representative list of the **ADA essential** duties performed by the entire classification. They cannot include, and are not intended to include, every possible activity and task performed by every specific employee.*

### CLASSIFICATION HISTORY

Revised Condition of Employment section, 2021.12.10

Updated Context and Mission statement, 2020.09.21

Transferred to newest format by Human Resources, 2014.01.13

Updated by Human Resources, 2013/06

Created by Human Resources, 1997/02

Highline Public Schools, District #401, complies with all federal rules and regulations and does not discriminate in admission, access, treatment, or employment in education programs or hiring practices on the basis of race, creed, religion, color, national origin, age, sex, sexual orientation including gender expression or identity, marital status, honorably-discharged veteran or military status, the presence of any sensory, mental, or physical disability, or the use of a trained dog guide or service animal by a person with a disability. This holds true for all students who are interested in participating in educational programs and/or extracurricular activities. Any person having inquiries should contact: Age Discrimination Act, Americans with Disabilities Act, Affirmative Action, Civil Rights Act (employees), and Title IX: Chief Talent Officer, 206.631.3121, [titleixofficer@highlineschools.org](mailto:titleixofficer@highlineschools.org); Civil Rights Act: Executive Director of Student Support and Family Engagement, 206.631.3100, [civilrightscordinator@highlineschools.org](mailto:civilrightscordinator@highlineschools.org); Section 504 of the Rehabilitation Act- Director of Health and Social Services, 206.631.3011, [504coordinator@highlineschools.org](mailto:504coordinator@highlineschools.org), Address: 15675 Ambaum Blvd. SW, Burien, WA 98166