



### **Theatre Ushers, Guest Services**

As L.A.'s premiere performing arts destination, The Music Center convenes artists, communities, and ideas with the goal of deepening the cultural lives of every resident in Los Angeles County. The \$70 million non-profit performing arts organization has three divisions: TMC Arts, TMC Ops and TMC Business Services. TMC Arts, The Music Center's programming engine, provides year-round programming inside The Music Center's four theatres, which include Walt Disney Concert Hall, Dorothy Chandler Pavilion, Ahmanson Theatre and Mark Taper Forum; on Jerry Moss Plaza; outside at Gloria Molina Grand Park, a 12-acre adjacent green space; in schools and neighborhoods all over Los Angeles County; and on a digital platform called The Music Center Offstage. TMC Arts presents world-class dance with Gloria Kaufman Presents Dance at The Music Center, free and low-cost public concerts and events, as well as K–12 arts learning programs, workshops, performances, interactive experiences and special events. TMC Ops manages the theatres, the plaza and Grand Park, which comprise \$2 billion in county assets, on behalf of the County of Los Angeles. TMC Business Services includes Advancement, Human Resources, Finance, Tech Services, and Marketing and Communications. The Music Center is also home to four renowned resident companies—Center Theatre Group, Los Angeles Master Chorale, LA Opera and LA Phil.

#### **Position Summary:**

The Music Center currently seeks Theatre Ushers for performances and events. Reporting to the Guest Services Manager, Theatre Ushers welcome, seat and assist guests in the theater auditoriums. The Guest Services Department ensures the safety and enjoyment of The Music Center guest experience.

#### **Key Responsibilities:**

- Seat guests in theatre auditoriums and lecture halls
- Answer guest inquiries accurately and politely
- Scan or tear check tickets at theater entrances
- Direct paths of travel for guests attending events
- Inspect theaters for safety hazards
- Operate 2-way radios
- Place signage, stanchions and program carts
- Assist other departments when necessary and as directed by a supervisor
- Respond to a wide range of customer service issues with sensitivity and care

- Additional responsibilities may include assisting senior individuals or individuals with disabilities into the theatre and/or to their seats
- General duties as assigned
- Maintain clean uniforms and adhere to grooming standards
- Regular attendance and punctuality
- Maintain clean and safe workplace environment for employees and guests

**Qualifications:**

- Prior customer service experience preferred
- Excellent oral and written communication skills
- High school diploma, GED or equivalent preferred. In some circumstances, students still actively in school with valid work permits will be considered
- Guest service mentality; friendly, respectful, courteous
- Multi-lingual capabilities welcomed

**Working Conditions:**

- • Bend, stand and walk for up to duration of entire work shift • Lift and carry up to 20 pounds • Stand for required time frame during work shift

**Schedule:** Required to have availability to work 5 shifts per week, including matinees, evenings, weekends, holidays and extended post-performance activities.

**Vaccination Policy:** The Music Center requires its employees to be vaccinated against COVID-19, subject to certain exemptions as required by law. New hires working at The Music Center must be fully vaccinated against COVID-19, receiving either the primary 2-dose or 1-dose vaccine. At the Music Center, fully vaccinated is defined as 14 days after receiving the second dose of the 2-dose vaccine (Pfizer or Moderna) or 14 days after receiving the 1-dose vaccine (J&J). Please contact The Music Center's Human Resources Department for a copy of the vaccination policy.

**Hourly Pay Rate:** \$16.78/hour. This is a part-time, non-exempt position.

To apply, please click [here](#).

Incomplete submissions will not be considered.

**EQUAL OPPORTUNITY EMPLOYER**