



Usher Manager, 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 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 inside The Music Center's four theatres, which include Walt Disney Concert Hall, Dorothy Chandler Pavilion, Ahmanson Theatre and Mark Taper Forum. TMC Arts provides free and low-cost public concerts and events, as well as K-12 arts learning programs, workshops, performances, interactive experiences and special events, and hosts an annual series of performances and other events by internationally-known dance companies. TMC Ops manages the theatres, the plaza and Gloria Molina Grand Park, which together comprise \$2 billion in county assets, on behalf of the County of Los Angeles. TMC Business Services includes Advancement, Human Resources, Finance, IT and Marketing and Communications. The Music Center is also home to four renowned resident partners—Center Theatre Group, Los Angeles Master Chorale, LA Opera and LA Phil.

Position Summary:

We seek an Usher Manager who will play a pivotal role in supervising the Guest Services usher staff to ensure a safe and fun work environment, maintaining smooth daily operations for a seamless guest experience.

The Usher Manager will report to the Vice President of Guest Services and be responsible for recruiting, training, and supervising Guest Services Usher Staff, in alignment with The Music Center's policies and procedures.

Duties/Responsibilities:

- Responsible for the coordination of recruitment, including conducting interviews and participating in the selection process
- Responsible for onboarding/orientation of new staff
- Ensure proper clock-in and clock-out procedures and meal and rest breaks in compliance with CA wage & hour laws and regulations
- Point of escalation for all employee relations issues, respond to issues in a timely and consistent manner



- Provides constructive and timely performance feedback
- Handles discipline and termination of employees in accordance with company policy and close partnership with the People & Culture department
- Oversee administration of Harassment Prevention, supervisory training, and Workplace Violence Prevention Training
- Respond to work injury incidences, conduct investigations as needed
- Attend daily and weekly meetings
- Have a front-of-house presence, be visible to staff, and foster a supportive work environment.
- Participate in line-up meetings with head/senior ushers as appropriate
- Support payroll efforts (TMSS)
- Keep files organized and maintain proper documentation
- Maintain work relationships with internal stakeholders
- Administrative tasks, including completing reports and processing invoices as assigned
- Provide department information, create reports and presentations as needed
- Supervise ESAs, ushers, and senior ushers
- Enforce policies in accordance with all TMC policies and procedures.
- Establish and maintain the Guest Service department manual
- Performs other duties as assigned
- Work days, nights, weekends, and holidays as needed

Required Skills/Abilities:

- At least 5-7 years of supervisory experience
- At least 5 years of Event Operations Management experience
- Bachelor's degree
- Experience with venues of similar size preferred
- Employee Relations experience required, including employee engagement and conflict management
- Strong supervisory and leadership skills
- Knowledge of CA wage and hour laws/regulations
- Effective verbal and written communication skills
- Team player attitude
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines



- Strong analytical and problem-solving skills
- Proficient with Microsoft Office Suite or related software.
- Proficient with event software and scheduling software
- Fluency in Spanish is highly desired

Physical Requirements

- Ability to lift 15 pounds
- Requires frequent walking
- Computer work requiring keyboarding and the use of a computer mouse

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.

Salary Range: \$68,500 - \$78,000/year. This is a full-time, exempt position. The weekly schedule is 35 hours per week and varies, with adjustments to accommodate performances and events. This position is onsite. The compensation package includes medical, dental, and vision plans, group term life insurance, flexible spending accounts, vacation and sick accruals, and a 401(k) plan with employer match.

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

Please submit your cover letter of interest and resume when applying.

Equal Employment Opportunity