



Ushers

Cape Cod Melody Tent is seeking seasonal Ushers.

Must be available June – Labor Day 2019; day and evening shifts available.

Responsibilities:

- Facilitate and maintain a clean, professional environment for patrons and visitors.
- Monitor environment under the tent to ensure everyone's safety.
- Greet patrons and/or visitors in a courteous and professional manner.
- Verify patron, visitor, and/or staff tickets or credentials.
- Distribute programs to patrons.
- Assist patrons in finding seats, lighting the way with flashlights if necessary.
- Provide assistance with patrons' special needs, such as helping those with wheelchairs.
- Answer questions, provide venue and event information to patrons.
- Help solve customer concerns, including settling seating disputes.
- Maintain order and ensure adherence to safety rules, including crowd management and fire department regulations.
- Enforce compliance with show-specific guidance, such as use of electronic devices.
- Become familiar with and prepare to implement emergency evacuation protocol.
- Guide patrons to exits or provide other instructions or assistance in case of emergency
- Effectively communicate with management and other staff members to resolve problems.
- Clean patron seating areas under the tent after each show.
- Develop a thorough knowledge of the venue and immediate vicinity.

Required Skills and Qualifications:

- Provide professional and courteous customer service
- Awareness of public safety and security
- Communicate and coordinate effectively with management and peers
- Sensitivity in addressing concerns with customers
- Safely guide and assist customers, including through crowded uneven surfaces
- Dependable and able to maintain composure with the public and coworkers
- Able to stand for the duration of a performance/shift
- Able to lift 50 pounds program boxes
- Reliable transportation to and from work

Cape Cod Melody Tent, located in Hyannis, MA, is a 2300 seat all-ages, seasonal, tented outdoor theater. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 63 years.

Apply online at <http://www.melodytent.org/contact/employment-opportunities/>