



Alaska Center for the Performing Arts
621 West 6th Avenue, Anchorage, Alaska 99501
www.alaskapac.org

Usher Job Description

Ushers are a vital part of the experience that the patrons have when they first enter the Alaska Center for the Performing Arts or any of the other facilities served by UITA. The service element that the ushering staff offers to event attendees ensures a favorable impression and guarantees their comfort and safety. UITA volunteers have many responsibilities that vary with specific assignments. All ushers must be able to perform all duties as training and experience allow.

Duties expected of all ushers

- Provide pleasant customer service at all times
- Greet patrons in a friendly manner
- Distribute programs
- Answer event and facility questions
- Scan tickets
- Direct patrons to theatres and service areas
- Familiarity with theatre sections, aisles and door numbers
- Pay attention to ensure no food or beverages go into theatres
- Seat latecomers (most times in partial darkness)
- Follow directions of Captains (UITA Volunteers with supervisory responsibilities) and House Managers (ACPA staff)
- Assist patrons with disabilities
- Monitor crowd for unusual behavior, flash photography and video cameras
- Lead patron evacuations in case of emergency
- Use radios

Physical Demands

- Must be able to move **quickly** and **calmly** in an emergency
- Stand, sit, walk and climb stairs
- Must be able to work on all levels of each theatre (Balcony, Mezzanine, Orchestra)
- Must be comfortable working around large groups of people
- Must be able to work in large crowds with moderate to high noise levels both inside theatres as well as in the lobbies

Ushering in the Arts, a community volunteer project of ACPA, Inc. is funded in part by ConocoPhillips Alaska, Inc., First National Bank-Alaska, and the volunteers themselves.



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Application

Ushering in the Arts, a program of the Alaska Center for the Performing Arts (ACPA) is approximately 325 volunteers strong. Ushers serve all events at ACPA, as well as out of venue events for other non-profit organizations in Anchorage. Each year, we replenish the usher corps to make up for a decrease in numbers due to retiring ushers or those who leave the program for various reasons, and to meet the demands of our ever-growing event list. The waiting list for ushers is approximately 4 years long. Please be sure to review the usher job description before you submit an application. You can add your name to the usher waiting list by mailing your application the above address, faxing to (907) 263-2927 or email uita@alaskapac.org.

If you have additional questions, call (907) 263-2921.

Date of application: _____

I read and understand the Usher Job Description _____
Initials

Name: _____

Email Address: _____
Please add ONLY if you check your email on a regular basis

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____

Are you available for daytime events? _____

Are you trained in American Sign Language? _____

Who referred you to this program? _____

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