



To be a leader in promoting artistic offerings to our increasingly diverse community with an emphasis on fostering a cooperative spirit to positively impact the local economy and community.

GOAL

The Head Usher assists the Guest Services Manager at the Parker Playhouse (PPH) and the Event Services Manager-Miramar Cultural Center (MCC) in providing quality customer service and creating a positive experience for all guests attending events in order to promote, support, and maintain the PPH's and MCC's images as preeminent performing arts venues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Will be responsible for the supervision of Volunteer Staff, including recruitment, coaching, training, and working with the Guest Services Manager-PPH and the Event Services Manager-MCC to ensure staffing decisions and actions are consistent with organizational goals.
- Will deliver premium customer service in the most effective, efficient manner while at all times presenting positive images of the PPH and MCC.
- Will monitor guest activity, arriving, seating, and exiting, to ensure implementation of proper procedures and a customer service.
- Will arrive to work punctually and be prepared to start shift at designated "in-time".
- Will remain as assigned throughout the event and until the venue is emptied of all patrons.
- Will identify and take corrective action for areas in need of repair or enhancement in order to prepare and maintain Front of House guest areas.
- Will serve as primary event contact taking actions regarding guest and performance issues, customer service, emergencies, and guest safety as assigned.
- Will assist in training and supervising volunteers in utilizing excellent customer service skills.
- Will conduct "cue time" with volunteers as needed.
- Will accommodate guests with special needs.
- Will prepare and distribute appropriately all identified Front of House reports as needed.
- Will be responsible to commute to the PPH and MCC venues as necessary.
- Will attend all necessary internal and external meetings in order to provide and receive accurate and timely communication regarding the coordination of PACA's initiatives/objectives at the PPH and MCC.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to work a flexible schedule, including nights, weekends, and holidays.
- Able to lift and distribute heavy program boxes up to 30 pounds.
- Able to learn, assist, and train volunteers in evacuation procedures and emergency conditions.
- Able to communicate effectively, both verbal and written, in English.
- Able to exhibit appropriate, professional, and corporate demeanor, considerable tact, and courtesy when interacting with members of the public in a variety of situations.
- Effective analytical, problem-solving, conflict resolution, negotiation, and mediation skills.
- Skilled in implementing quality customer service.
- Knowledge of executing scheduled events.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

- High School or Higher: General/Business/or any equivalent combination of training and experience.

If you are an individual with outstanding leadership and management skills, who is eager to become part of a progressive, performance oriented team, **please submit a cover letter, resume, list of references (3 minimum), and salary history to: huparkersearch@browardcenter.org**. (Resumes should be Word documents attached to e-mails only). Preference will be given to local applicants. **No Phone Calls Please!** PACA encourages minority participation and is an Equal Opportunity Employer. **Resumes received until the position is filled.** Failure to follow job ad submission instructions may result in elimination of further consideration.