

Volunteer Description of Duties

Position: Usher

This position reports to the Usher Section Supervisors and the House Manager.

Description:

1. This position provides the primary level of guest assistance in the seating area for the Santa Barbara Bowl Foundation on event days. The Bowl considers all event staff to be hosts and expects each staff member to uphold the Bowl image.
2. Ushers will be assigned to a specific position or a designated location in the seating area.
3. The Bowl desires to have all patrons enjoy the best possible experience at every concert and expects ushers to take to treat all guests as individuals and provide answers to any and all questions and concerns with primary emphasis on questions concerning seating locations.

Summary of Duties:

- Assist patrons with entry ticket procedures including scanning of tickets and problem solving for duplicate tickets, counterfeit tickets, tickets printed for the incorrect concert, etc.
- Assist patrons with finding their seats.
- Be up to date on all Bowl events, construction and fundraising efforts.
- Answer questions and be a point of contact for any potential problems that patrons have.
- Control access to the reserved seats for authorized ticket holders only.
- Provide assistance to the security staff in keeping aisles clear and preventing guests from standing on their seats.
- Direct duplicate ticket questions and relocation seat questions to your supervisor.
- Never leave your position open.
- **Ticket Taker Positions:** Some volunteers will be assigned as a ticket taker at the gate. The volunteer ticket taker usher will receive additional training for:
 - Using Scanners
 - Recognizing problem tickets and notifying your supervisor for assistance

Note Volunteer ushers are not expected to resolve conflicts during events but are expected to coordinate to make sure that security is contacted and resolution is in process.

Qualifications:

- A professional and clean image to the guests.
- Good quality oral communication.
- A happy attitude.

Benefits:

- You will be able to see a large portion of each concert you work.
- A sense of pride in being involved with community events.
- Social networking opportunities.

Commitment:

- You are expected to work a minimum of 20 events during a concert season.