



## Usher

The mission of Jazz at Lincoln Center (JALC) is to entertain, enrich and expand a global community for jazz through performance, education, and advocacy. From college students to young stars, from working professionals to celebrated masters, we present quality jazz for an ever-increasing audience in an unprecedented range of activities and a variety of venues. We are dedicated to lifting audiences and bringing people together with substance and with integrity. JALC has created a dynamic platform where our key constituents – jazz artists (beginner to grizzled veteran), fans (casual listeners to advanced scholars), educators (local band leaders to leading artist-educators) and advocates (local community advocates to important national promoters) – can meet, engage, learn, and work towards common objectives.

Ushers are responsible for providing exceptional customer service to all patrons, staff, and guests at JALC's performance venue, Frederick P. Rose Hall, also known as the *House of Swing*. The ideal candidate for this position strives to create and maintain a customer-friendly and welcoming environment. Ushers will greet, provide directional and seating assistance, and maintain the safety of all patrons, guests, and staff at the performance venue. This is a highly visible position, and all Ushers are required to maintain a professional demeanor and be appropriately attired.

### Key Responsibilities

- Politely directs and escorts patrons and guests to their seats and/or location.
- Provides patrons and guests with a warm, welcoming experience.
- Oversees assigned sections, inspects cleanliness, and maintains safety and proper seating arrangements.
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Provides support for potential safety issues by assisting with emergency plans.
- Maintains and delivers an exceptional guest experience.
- Remains alert and observant while on duty to support patrons as needed
- Attends meetings and trainings as required.
- Demonstrate knowledge of all venue floor plans within Frederick P. Rose Hall with a thorough understanding of safety, medical, and evacuation procedures.
- Occasionally lift and/or move up to 25 pounds.
- Assist with other duties as needed.

### Qualifications

- High school diploma or equivalent required.
- A minimum of one (1) year experience working in a customer service position, preferably in retail, hospitality, or performing arts.
- Must be able to stand for extended periods of times, walk up flights of stairs, read small print, and follow directions explicitly.
- Must be able to attend to guests with urgency and grace.
- Must have a deep appreciation for the customer experience.
- Excellent English-language communication skills with an ability to exercise tact and diplomacy.
- Must have a high level of emotional intelligence and problem-solving skills.



- Ability to juggle multiple requests and tasks in a fast-paced environment.
- High level of motivation, persistence, and patience when working with multiple groups of people.
- Fireguard F-O3 certification, First Aid, CPR, and AED certifications a plus.
- Must have availability to work nights and weekends.
- Knowledge of or keen interest in and appreciation of jazz and jazz culture.

This is a part-time position starting at \$15 per hour.

Interested applicants should send a cover letter and resume to [usherjobs@jazz.org](mailto:usherjobs@jazz.org). Please include how you heard about the position in your cover letter and write Usher in the subject line. Due to the large volume of applications we receive, we will only be able to contact those who are being most actively considered for a position.

*Those who are offered a position with Jazz at Lincoln Center will be required to provide written confirmation of a completed COVID-19 vaccination as a condition of employment.*

*To assist any individual who is unable to be vaccinated because of a medical condition or who objects to being vaccinated on the basis of sincerely held religious beliefs and practices, JALC will engage in an interactive process to determine if a reasonable accommodation can be provided, so long as it does not create an undue hardship for the JALC and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the employee. To request an accommodation, please notify JALC Human Resources in writing at [ReasonableAccommodations@jazz.org](mailto:ReasonableAccommodations@jazz.org).*

Jazz at Lincoln Center is an equal opportunity employer.