

# Usher Job Description

## Duties and Responsibilities Summary:

Responsible for helping guests find their seats during games.

## Primary responsibilities

- Help prep the seating bowl for the game (wipe seats, check section for trash)
- Greet patrons
- Check tickets and provide guidance to seats.
- Show patrons where to find exits/stairs, bathrooms, elevator and concession stands.
- Answer various questions.
- Ensure all patrons' needs are met.
- Become familiar with ballpark seating layouts.
- Seat patrons in an orderly fashion.
- Help address disorderly or obnoxious patrons.
- Distribute programs/scorecards/rosters.
- Ensure everyone adheres to safety rules and rules of the ballpark.
- Assist with keeping the ballpark clean, sweep or mop spills, place debris in trash receptacles, empty trash receptacles.
- Wipe seats to dry them from rain.
- Handle complaints or suggestions.
- Provide assistance to patrons with special needs.
- Ensure nothing is obstructing exits.
- Help patrons down stairs or onto ramps.
- Your supervisor may assign other duties at any time.

## Shift Times

- Night Games – 7:05 pm start time; gates open 6:00 pm; shift starts at 5:30 pm
- Day Games – 1:05 pm start time; gates open 12:00 pm; shift starts at 11:30 am
- Double Headers – 5:30 pm start time; gates open 4:30 pm; shift starts at 4:00 pm.
- Shift Notes:
  - Begin shift at Upper Level Concourse Maintenance Closet
  - Obtain rags from upper level maintenance closet and proceed to wipe seats in assigned section, pick up any miscellaneous items in the stands, sweep any standing water off the concourse.
  - Gather at the top of Section 103 for pre-game meeting to review details for the game.
  - After the game, obtain gloves, garbage bags, brooms from Upper Level Concourse Maintenance Closet and clean section picking up large items of trash (cleaning crew will go through the grandstand the next day for a more thorough cleaning)