

Usher

Job Description

A comprehensive job description template
for Australian venues and theatres

Venue Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and events industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Usher / Theatre Usher / Venue Attendant

1.2 Position Summary

The Usher provides front-of-house customer service at events, performances and functions, welcoming patrons, checking tickets, assisting with seating and providing information about the venue and event. This role is the first point of contact for guests and plays an important part in creating a positive, welcoming experience.

The position requires excellent customer service skills, clear communication and the ability to remain calm and professional during busy periods. Ushers must be familiar with venue layout, emergency procedures and accessibility services. They work as part of a front-of-house team to ensure smooth event operations and patron safety.

1.3 Reporting Structure

This position reports to:

- Front of House Manager / Venue Manager
- Event Manager / Duty Manager
- Senior Usher / Team Leader

1.4 Employment Type

This position is available as:

- Casual (shifts based on event schedule)
- Part-time (regular shifts for venues with frequent events)
- Full-time (for large venues with daily operations)

2. Key Responsibilities

2.1 Patron Greeting and Welcome

- Greet patrons warmly as they arrive at the venue
- Create a welcoming, friendly atmosphere
- Answer initial questions and provide a positive first impression
- Assist patrons with accessibility needs or special requirements
- Direct patrons to appropriate entry points and facilities

2.2 Ticket Checking and Entry Management

- Check tickets, passes and reservations at entry points

- Scan or validate tickets using venue systems
- Verify seating allocations and direct patrons accordingly
- Manage queue flow and entry timing
- Handle ticketing queries and resolve seating issues
- Report discrepancies or problems to supervisors

2.3 Seating Assistance and Guidance

- Guide patrons to their seats using torches during performances
- Assist with seating arrangements and accessibility access
- Help patrons find alternative seats when required
- Ensure aisles and exits remain clear for safety
- Manage late arrivals and re-entry after intervals
- Assist with wheelchair access and companion seating

2.4 Information and Customer Service

- Answer questions about the venue, performance and facilities
- Provide directions to restrooms, bars, merchandise areas and exits
- Distribute programs, brochures and promotional materials
- Explain venue policies regarding photography, phones and conduct
- Assist patrons with accessibility services and hearing loops
- Handle customer concerns professionally and courteously

2.5 Crowd Management and Safety

- Monitor patron behaviour and ensure compliance with venue rules
- Manage crowd flow during busy periods, intervals and exits
- Keep aisles, doorways and emergency exits clear
- Report safety hazards or maintenance issues immediately
- Assist with orderly evacuation in emergency situations
- Follow venue safety protocols and procedures

2.6 Event Support Duties

- Arrive early to attend pre-event briefings
- Set up programs, signage and customer service materials
- Assist with post-event exit management and lost property
- Complete incident reports when required
- Provide feedback to management about patron experience
- Maintain neat presentation and wear uniform correctly

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Skills

Friendly, welcoming demeanor with ability to interact positively with diverse patrons. Professional communication in busy or stressful situations. Patience and courtesy when dealing with patron concerns or complaints. Ability to create a positive first impression of the venue.

Communication Skills

Clear verbal communication to provide directions and information. Ability to project voice in large spaces when required. Active listening to understand patron needs. Professional communication with colleagues and supervisors. Confidence speaking with large groups when necessary.

Navigation and Spatial Awareness

Quick learning of venue layout including seating sections, facilities and exits. Ability to give clear directions in complex theatre or arena spaces. Understanding of seating numbering systems. Confidence navigating the venue in low lighting conditions.

Composure and Problem Solving

Ability to remain calm during busy periods or unexpected situations. Professional handling of difficult patrons or complaints. Quick thinking to resolve seating issues or conflicts. Maintaining positive demeanor under pressure during peak entry times.

3.2 Personal Attributes

- Friendly, approachable and professional demeanor
- Smart appearance and attention to uniform presentation
- Reliability and punctuality for all shifts
- Flexibility to work evenings, weekends and public holidays
- Physical fitness to stand and walk for extended periods
- Team player with collaborative approach
- Attention to detail and safety awareness
- Enthusiasm for live events and patron experience
- Cultural sensitivity and inclusive approach
- Positive attitude and willingness to assist

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Minimum age of 15 years (18+ for venues serving alcohol)
- Ability to work flexible roster including evenings and weekends

- Physical ability to stand and walk for extended periods
- Availability to attend pre-event briefings

4.2 Desirable Qualifications

- Current First Aid and CPR certificate
- Responsible Service of Alcohol (RSA) certificate if venue serves alcohol
- Certificate II or III in Events or Hospitality
- Previous customer service experience in retail, hospitality or events
- National Police Check (required for some venues)
- Crowd control or security awareness training

4.3 Experience

This is often an entry-level position suitable for people with no prior ushering experience. Previous customer service experience in retail, hospitality or events is valued. Experienced ushers should demonstrate knowledge of venue operations, ability to handle difficult situations professionally and understanding of accessibility needs and emergency procedures.

5. Working Conditions

5.1 Hours of Work

- Evening shifts (typically 5pm-11pm) aligned with performance times
- Weekend and public holiday work is common
- Shift lengths typically 4-6 hours depending on event duration
- Requirement to arrive 30-60 minutes before events start
- Variable hours based on event schedule
- Peak periods during busy seasons or popular performances

5.2 Physical Requirements

- Ability to stand and walk for the duration of shifts (3-6 hours)
- Navigating stairs, aisles and seating areas frequently
- Working in varied lighting conditions including low light
- Clear vision and hearing to assist patrons effectively
- Physical ability to assist in emergency evacuations
- Comfortable working in crowded environments

5.3 Work Environment

- Indoor theatre, concert hall or venue environment
- Climate-controlled facilities
- Working during performances in low light conditions

- Busy, crowded environments with noise during events
- Interaction with large numbers of patrons
- Fast-paced during entry, interval and exit periods

5.4 Uniform and Presentation

- Uniform provided by venue (typically smart casual or formal attire)
- Closed, comfortable footwear suitable for standing and walking
- Neat, professional appearance at all times
- Hair neat and tidy, minimal jewellery
- Name badge to be worn at all times
- Equipment provided: torch, radio or communication device

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Amusement, Events and Recreation Award 2020 (MA000080). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in entertainment venues, theatres and event spaces.

6.2 Classification Level

Ushers are generally classified under the award as:

- Level 1: Entry-level usher with no prior experience
- Level 2: Experienced usher with additional responsibilities
- Level 3: Senior usher or team leader with supervisory duties

The specific classification level will be determined based on experience, duties performed and any supervisory responsibilities.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Applicable penalty rate as per award
- Sunday: Applicable penalty rate as per award
- Public holidays: Applicable penalty rate as per award
- Late night (after midnight): Additional penalty may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Most usher positions are casual to accommodate variable event schedules. Refer to the Amusement, Events and Recreation Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all patrons and colleagues with courtesy and respect
- Maintain professional demeanor at all times
- Follow all venue policies, procedures and safety standards
- Arrive on time in full uniform for all shifts and briefings
- Notify management of absence or lateness immediately
- Represent the venue positively in all interactions

7.2 Customer Service Standards

- Provide warm, welcoming service to all patrons
- Respond to questions and concerns promptly and courteously
- Handle complaints professionally and escalate when appropriate
- Maintain positive attitude even during busy or stressful periods
- Respect patron privacy and confidentiality
- Provide inclusive service to patrons with diverse needs

7.3 Safety and Emergency Procedures

- Know and follow all emergency evacuation procedures
- Keep aisles, exits and emergency routes clear at all times
- Report safety hazards or incidents immediately
- Assist with calm, orderly evacuations if required
- Follow venue safety and security protocols
- Participate in safety training and emergency drills

7.4 Teamwork Expectations

- Communicate effectively with other ushers and front-of-house staff
- Attend pre-event briefings and participate actively
- Support colleagues during busy periods
- Share information relevant to patron service
- Accept feedback and direction constructively
- Contribute to positive team atmosphere

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and interest in events
- Contact details for two referees
- Copies of relevant certificates (First Aid, RSA if applicable)
- Availability including evenings, weekends and public holidays

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and venue tour
- Reference checks
- National Police Check if required by venue
- Venue induction and training session

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the venue.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____