



Toledo Museum of Art

JOB TITLE: Head Usher
BRANCH: Protective Services
REPORTS TO: Protective Services Supervisor
FLSA STATUS: Exempt Non-Exempt
Part-time, 5 hours per week

Since our founding in 1901, the Toledo Museum of Art (TMA) has earned a global reputation for the quality of our collection, our innovative and extensive education programs, and our architecturally significant campus. More than 30,000 works of art represent American and European painting, the history of art in glass, ancient Greek, Roman, and Egyptian works, Asian and African art, medieval art, sculpture, decorative arts, graphic arts, and modern and contemporary art.

To accommodate the ever-growing collection and demand for art education, the Museum campus has grown exponentially since its founding. From its humble first exhibition space in two rented rooms, the Museum has grown to cover approximately 36 acres with six buildings.

Thanks to the benevolence of its founders, as well as the continued support of its members, the Toledo Museum of Art remains a privately-endowed, non-profit institution and opens its collection to the public—free of charge—six days a week, 309 days a year. We are closed on Mondays and major holidays

SUMMARY

The Toledo Museum of Art Head Usher is an integral part of the Peristyle Theater. Head Ushers team up with our TMA Volunteer Ushers to provide and facilitate a smooth, safe, and enjoyable experience for our guests.

KEY ACCOUNTABILITIES

The incumbent performs the following essential duties. Other duties may be assigned as needs arise.

- Opening and closing the theater
- Assignments for Volunteer Ushers
- Train new volunteers
- Directing Volunteer and Head Usher teams
- Program management
- Ensure visitor satisfaction

Physical Requirements include:

- Standing for up to 4 hours during a shift
- Stairs, up and down during shift
- Lift boxes of up to 50 lbs

Problem Solving

- Manage visitor complaints by offering suggestions and solutions
- Address volunteer issues (tardiness, cell phone use, language, dress code)
- Jump in to assist volunteers when busy

RELATIONSHIPS

- Reports to the Manager, Human Resources
- Collaborate Volunteer Coordinator & Special Events Manager
- Continuous interaction with general public, Museum members and staff

EDUCATION, EXPERIENCE, SPECIALIZED KNOWLEDGE

- High school diploma or equivalent required



- Minimum 1 year experience as usher preferred, previous experience in Peristyle preferred
- Must be available to work evenings and weekends

COMPETENCIES AND ABILITIES

- *Customer Focus* - Proactively builds customer relationships; takes responsibility for customer and loyalty. Makes customers and their needs a primary focus.
- *Adaptability* - Maintains effectiveness when experiencing changes in work tasks or the work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- *Communication*- Must communicate effectively with other Museum employees and the public, in small and large groups
- *Stress Tolerance*- Maintaining stable performance under pressure; handling stress in a manner that is acceptable to others and to the organization.
- *Decision Making*- Identifying and understanding issues, problems, and opportunities; use effective approaches for choosing a course of action or developing appropriate solutions

WORK ENVIRONMENT

Historical concert hall, with exposure to loud music and large crowds. Events that are held across campus and may occasionally result in exposure to uncomfortable weather conditions. While performing the duties of a Head Usher, the employee is regularly required to sit and reach with hands and arms. The employee is frequently required to stand for long periods of time or walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision and depth perception.

The Toledo Museum of Art provides equal opportunity for employment and promotion to all qualified employees and applicants. No person shall be discriminated against in employment on the basis of race, color, religion, gender, age, national origin, marital status, disability, sexual orientation, veteran status or any other status or condition protected by applicable federal or state statutes. The Museum is committed to maintaining an environment in which all employees are treated equitably and given the opportunity to achieve their full potential in the workplace.