

UNIVERSITY OF MASSACHUSETTS - AMHERST
FINE ARTS CENTER

NEW USHER APPLICATION

General Information

Ushers are responsible for the care and safety of all patrons. Ushers are also the public face for the Fine Arts Center and are often the first face of the University that many people encounter. Ushers are primarily responsible for greeting, distributing programs, and assisting patrons during performances and during emergencies. Ushers are also responsible for assisting house management in setting up and breaking down the lobby. It is essential that ushers are outgoing, friendly, have excellent customer service skills, and are able to handle responsibility with little supervision.

- No Experience Required
- Must be a full-time undergraduate student, work-study desired. *First-year students and sophomores preferred.*
- Ushers work in 3-4 hour shifts (usually) for the shows that take place at the Concert Hall and Bowker Auditorium. The work is very flexible but the hours are mostly nights and weekends.
- Ushers should be attired in a professional manner. The dress code is white shirt with black pants or skirt, and dress shoes.
- Ushers must work at least **8** shows per semester, but are (of course) welcome to work more. At least **three** of the shows you work must be on *Fridays, Saturdays, or Sundays*.
- Ushers are required to complete three trainings within the first month you are hired.
 - Usher training
 - Emergency training (must be taken annually)
 - Fire extinguisher training

Hiring Procedure

- Once we receive your completed application, you will be contacted to set up an interview time with the Audience Services Manager. Please bring a resume if you have one.
- Reference required. Once you are interviewed, we will contact your references
- If you are hired, you will also be sent an email with instructions on how to sign up for work
 - You are responsible for signing up for your own work, and are then obligated to work the shows you are assigned to. If for some reason you are unable to work, you are required to find your own replacement. Sometimes there are alternate ushers for events listed on the website, please contact them first to find a replacement.
- If you are not hired, you will be notified by email only.

For FAC Office Use Only

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|--------------|------------------|------------------|-------------------|------------------|
| <i>Rec'd</i> | <i>Contacted</i> | <i>Interview</i> | <i>References</i> | <i>Hire Date</i> |
|--------------|------------------|------------------|-------------------|------------------|

Interview Notes:

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Date of Application _____

NOTE: You must be a full-time undergraduate UMass student to qualify for employment. First-Year Students and Sophomores preferred.

PLEASE TYPE OR PRINT

Name _____

Home address _____ School address _____

Home phone # _____ School phone # _____

Email address _____ Cell phone # _____

Student ID # _____ Graduation Date _____

Work Study Yes No Major _____

Have you worked on campus before? Yes No If so, where and when? _____

Do you know anyone who works (or has worked) at the Fine Arts Center? Yes No If so, whom? _____

Have you ever applied for an FAC position before? If so what department? _____

Prior ushering and/ or customer service experience: _____

How many hours are you interested in working each week? Please circle one: 5+ 10+ 15+

After what time are you available from Tuesday through Friday?

Tuesday: Wednesday: Thursday: Friday:

Are you available any mornings from 8:00am-11:30am? If so, what days? _____

Are you available on weekends? Yes No

Please list two references, including how you are associated to them, phone numbers and emails addresses:

Are there any physical conditions that you now have that may limit your ability to work as an usher? Ushers are required to be able to lift up to 25 pounds. Seeing Standing Other

Please explain (please use reverse if necessary)

Please complete and return to:

Fine Arts Center, Audience Services Manager, 4 Curry Hicks/ 100 Hicks Way, University of Massachusetts – Amherst, Amherst, MA 01003

Telephone: (413) 545-0192, Fax: (413) 545-0132 or email to: asmclerk@acad.umass.edu

The Fine Arts Center is and Affirmative Action/Equal Opportunity Employer.