

- Position/Title:** Usher, SummerStage, Central Park
- Job Dates:** Seasonal, Part-time, May - October 2019
- Salary:** \$15/hour
- Application Deadline:** Rolling
- Contact:** Send resume and cover letter to ArtsJobs@CityParksFoundation.org
Applications submitted without a cover letter will not be considered.

PROGRAM OVERVIEW

City Parks Foundation (CPF) is the only independent, nonprofit organization whose mission is to offer programs in public parks throughout the five boroughs of New York City. We are dedicated to invigorating and transforming parks into dynamic, vibrant centers of urban life through sports, arts, community development, and education programs for all New Yorkers. Our programs and community building initiatives -- located in more than 400 parks, recreation centers, and public schools across the city -- reach 300,000 people each year. Our ethos is simple: we believe thriving parks mean thriving communities.

- We present the largest free, outdoor performing arts festival in NYC through SummerStage, presenting artists of the highest quality across multiple disciplines and genres, and marionette puppet theater in all five boroughs with our Swedish Cottage Marionette Theater and the roving PuppetMobile.
- Partnerships for Parks, a public-private program of City Parks Foundation and NYC Parks, supports and champions a growing network of leaders who care and advocate for the transformation of their neighborhood parks.
- We connect youngsters to nature in the urban environment with education programs that provide learning experiences through classroom and hands-on activities in parks, urban forests, coastal areas, gardens, and recreation centers.
- Free golf, tennis, track & field, soccer, and fitness programs bring high-quality instruction and equipment into areas where few organized athletic opportunities exist. We offer leveled training, year-round scholarship coaching, and special pro events.

POSITION SUMMARY

Ushers are responsible for providing excellent customer service to guests throughout our venue in Central Park. Ushers are assigned various positions throughout the venue including: ticket scanning, guest list check-in, VIP/Membership hospitality, selling merchandise, and greeting/escorting at the entrance. Assigned positions may vary from show to show.

RESPONSIBILITIES

Usher responsibilities include, but are not limited to:

- Greet guests as they enter the venue and designated VIP areas
- Answer audience questions regarding the venue, venue policies and amenities, performers and performance schedules
- Politely escort guests to their appropriate ticketed seating

- Assist the Box Office staff by scanning guests' tickets and ensuring count accuracy
- Manage audience flow within the venue and VIP areas including implementing venue policies and credential requirements
- Assist in guest list management by checking in guests and maintaining check-in areas
- Assist and escort patrons with disabilities
- Assist the Merchandise Coordinator in selling SummerStage and artist merchandise
- Act as ambassador for the organization, answering questions for visitors about the Festival and CPF
- Attend pre-event meetings and other trainings as assigned by manager.

QUALIFICATIONS

- Must be 18 years or older
- Must have completed a minimum of one (1) year in college and/or one (1) year of employment experience
- Prior customer service and/or music venue operation experience preferred
- Knowledge of City Parks Foundation and/or SummerStage a plus
- Excellent interpersonal and communication skills
- Maintain a professional, neat and well groomed appearance
- Extremely dependable, punctual, detail-oriented and organized
- Ability and willingness to work in a fast-paced environment
- Ability and willingness to work outdoors, and in all types of weather
- Ability to stand for long periods of time
- Ability and willingness to work evening and weekend hours
- Demonstrate good judgement and a professional demeanor

WORKING FOR CITY PARKS FOUNDATION

Thank you for your interest in City Parks Foundation, an equal opportunity employer, as well as a collegial, mission-focused organization that values its employees and encourages professional growth and advancement.

Contact: Interested parties should email resume and cover letter to: ArtsJobs@CityParksFoundation.org. Put "Usher" in subject header. Please also let us know how you found out about this position.

Applications without cover letters will not be considered. Only potential candidates will be contacted. No calls, please.