

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 student, work-study desired.
- 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*

