

**City of Dallas**  
**Classification Specification**

<b>Title:</b>	<b>Usher</b>	<b>Class Code:</b>	<b>14720</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>A</b>
<b>Supplemental/Code:</b>	<b>Office and Clerical</b>	<b>Established:</b>	<b>10/01/94</b>
<b>FLSA Status:</b>	<b>Non-exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

---

**Position Purpose**

Provide courteous, pleasant, professional, and informative service to patrons while collecting tickets and directing patrons to the correct seat.

**Essential Functions**

1. Checks tickets and directs patrons to the correct seating area for performances.
2. Provides directions, event information, and other information to patrons and refers concerns which need further attention to the Usher Captain and/or House Manager.
3. Monitors assigned area before and during events to ensure assigned area is clean and safe for patrons, patrons are comfortable and are seated in the correct area, late arrivals do not disturb the other patrons or performers, and food and drinks are not brought into the seating areas.
4. Collects/counts tickets and distributes/collects programs to and from patrons during events.
5. Relays housekeeping and maintenance needs, exceptional events, and patrons' suggestions, comments, compliments, and complaints to the Usher Captain and/or House Manager.
6. Attends event/program meetings to receive event schedule and instructions.
7. Completes pre-concert activities such as inserting event information in programs to ensure accurate information is provided to patrons.
8. May provide physical assistance in guiding and seating patrons when needed.
9. Regular, reliable and punctual attendance is an essential function of the job.

**Class Code: 14720**

**Knowledge, Skills and Abilities Required to Perform Work**

Ability to establish and maintain an effective rapport with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to communicate effectively both orally and in writing.

Ability to read.

**Working Conditions and Hazards**

Requires constant standing and walking.

Requires carrying, dragging, holding, pulling, pushing, lifting, climbing stairs, and kneeling.

---

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.