



EXTERNAL VACANCY

Front of House – Usher (Students only!!)

Remuneration will be aligned to the company's remuneration policy

Ad-hoc Position (Production based - Pool)

Reporting to: Front of House Manager

Purpose:

Acting as the public face of Artscape, welcoming the audience, having a good working knowledge of current and forthcoming productions, events, and meetings, and checking tickets, while delivering a consistently excellent standard of service to our customers and providing for the comfort and safety of all visitors to the facility.

Main duties:

Customer Services:

- Welcoming customers in a polite and enthusiastic manner
- Present a neat personal appearance at all times
- Ensuring Front of house areas are kept tidy and presentable
- Checking auditorium & foyers before and after a performance for lost property, broken chairs, faulty lights, ect.
- Addressing any customer queries and complaints in a proactive manner and refer to Manager on duty
- Responding to any access and disability needs of our customers

Security and Health & Safety:

- Being fully conversant with emergency and evacuation procedures and assisting with all evacuations of the building
- Being aware of your environment and report anything unusual to the Front of House Manager or the Deputy Manager
- Assisting the Front of House Manager in ensuring the conditions of the theatre's are met
- Taking reasonable care for the health and safety of yourself and others in line with the company's Health & Safety policy

General:

- Actively promoting all shows and products and remain up to date on the theatre's facilities and services
- Undertaking any other duties that may reasonably be required by the Front of House Manager or The Deputy Manager



- Should have a good working relationship with Security and Cleaning staff

Educational & Experience requirements

- Completed Grade 12
- Relevant working experience in such a position.
- Previous related working experience

Further requirements:

- Excellent customer service skills
- Excellent communication and interpersonal skills
- Able to remain calm under pressure
- Ability to multi-task and prioritise during busy times
- Attention to detail
- Confident handling cash
- Be flexible and prepared to work overtime when required
- The candidate must be articulate in two or three of the Western Cape's predominant languages (i.e. English, Afrikaans, IsiXhosa)
- The candidate should display excellent interpersonal and communication skills
- Good client service orientation
- Must be able to work effectively within a team
- Knowledge and background in Arts & Culture, would be an advantage
- Should be able to get to workplace timeously.

Suitable applicants may submit their Curriculum Vitae and covering letter to Jeremy Vorster in the Human Resources Department by E-mail: jeremyv@artcape.co.za .

Closing date: 2 November 2022

Artscape supports the principles of Affirmative Action and the provisions of the Employment Equity Act. If you have not heard from us within two weeks of the closing date, please consider your application unsuccessful.