



Fanfare Volunteer Usher Position Description



Position Overview

Volunteer ushers provide excellent, volunteer-driven customer service to patrons attending concerts at Orchestra Hall. Volunteer ushers work together with the paid staff in order to make every patron's experience the highest quality possible.

Title

Fanfare Volunteer Usher

Key Responsibilities

- Provide correct, prompt service in a friendly, welcoming manner
- Attend pre-concert usher meeting for each concert
- Help seat concert attendees and provide Showcase programs
- Answer questions of concert attendees

Initial Impact

- Assure patrons receive excellent customer service at Orchestra Hall

Sustained Outcomes

- Assist in cultivating repeat concert attendees through positive experiences

Training

- Orientation session prior to first concert worked
- Assigned a mentor usher for first concert worked
- Receive usher manual for reference

Support

- Work with team of volunteer ushers
- Work with paid usher staff
- Management present at every concert

Commitment

- Work the entire concert each time
- Select a series and work at least three concerts within that series
- Adhere to dress code

Qualifications

- Must be professional and dependable
- Strong communication skills
- An appreciation for orchestral music

Benefits

- Opportunity to watch the concert after late seating is completed (must return to position for duties during intermission and at end of concert)
- Receive voucher for a pair of Minnesota Orchestra tickets after working six concerts
- Receive one-time employee discount on Minnesota Orchestra tickets or CDs after working five concerts
- Provide support to the Minnesota Orchestra to ensure its sustainability
- Volunteer thank you reception

For more information, contact the WAMSO office at 612-371-5654 or e-mail wamso@mnorch.org.