


HR191	POSITION DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
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NOTES

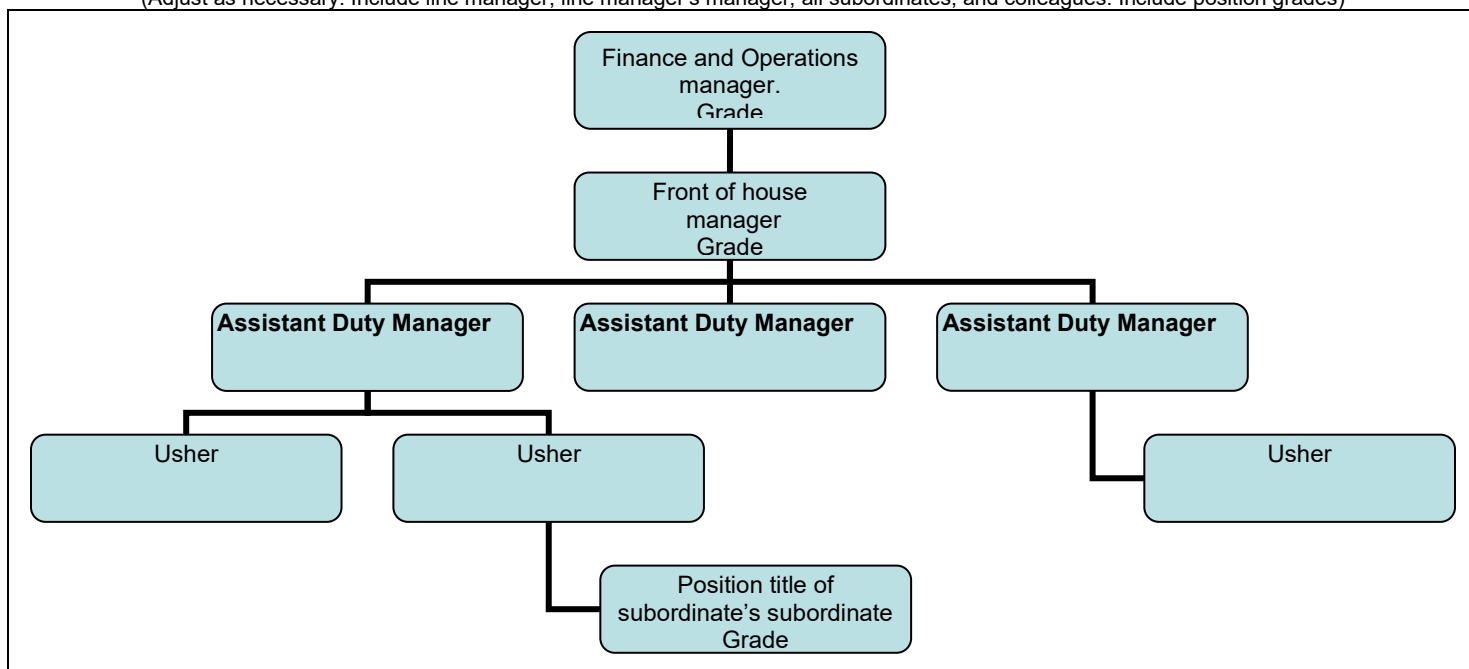
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Usher		
Job title (HR Business Partner to provide)			
Position grade (if known)	Grade 12 or NQF level 4	Date last graded (if known)	
Academic faculty / PASS department	Baxter Theatre		
Academic department / PASS unit	Front of House		
Division / section	Baxter Theatre Front of House Department		
Date of compilation			

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates, and colleagues. Include position grades)



PURPOSE

The main purpose of this position is: To assist patrons at the Baxter Theatre Centre by performing duties such as:

- Scan admission tickets.
- Ensure that patrons are seated timeously and in the correct venue.
- Assist patrons to find their seats.
- Help patrons to locate facilities such as the restaurant, bar, and toilets.
- Assist with any patron's special needs as and when required.
- Resolve seating disputes and any other patrons' concerns.
- Guide patrons to exits or entrances.

CONTENT

Key performance areas		% of time spent	Input (Responsibilities / activities / processes/ methods used)	Output (Expected results)
E.g.	General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meetings. Greet visitors, enquires as to the nature of their visit, and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff members in a professional and efficient manner.
1	Good knowledge of the layout of the building		<ul style="list-style-type: none"> Ensure that patrons are seated timeously and in the correct venue. 	To ensure that performances start on time
2	Know the seating plans of all the theatres		<ul style="list-style-type: none"> Assist patrons to find their seats. 	Direct patrons to the correct doors to make seating easier and efficient
3	Good knowledge of the layout of the building		<ul style="list-style-type: none"> Help patrons to locate facilities such as the restaurant, bar, and toilets. 	
4	Good interpersonal skills		<ul style="list-style-type: none"> Assist with any patron's special needs as and when required. 	
5			Resolve seating disputes and any other patrons' concerns	
6			<ul style="list-style-type: none"> Guide patrons to exits or entrances. 	

MINIMUM REQUIREMENTS

Minimum qualifications	A Grade 12 certificate			
Minimum experience (type and years)	<ul style="list-style-type: none"> Previous experience in the hospitality industry or in a theatre. 			
Skills	<ul style="list-style-type: none"> A friendly disposition coupled with sound interpersonal and communication skills (verbal and written). 			
Knowledge	<ul style="list-style-type: none"> The ability to work well under pressure, both as part of a team and independently. Alertness and the ability to think quickly in an emergency. A strong sense of customer service			
Professional registration or license requirements	N/A			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	N/A			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level

SCOPE OF RESPONSIBILITY

Functions responsible for	<ul style="list-style-type: none"> Obtain general information about the Baxter Theatre Centre and its various productions via the Baxter website and Baxter Diary. To ensure that you arrive on a timely basis for briefing sessions. Inform the FOH management team well in advance if you are not going to be on time or make it for your shift. For each performance, ushers need to sign in and out the scanners they utilized. It is the usher's responsibility to ensure the safekeeping of the scanners/safety and technical equipment while in one's care. A Compulsory venue check needs to be completed and signed before every performance. At no given time may an usher leave his/her post without permission from either the Assistant Duty Manager (ADM) or Front of Manager (FHM) on Duty. Ensure that all patrons/guests are seated timeously. Assist with guest seating and ticketing situations by utilizing the scanners provided and giving information to the ADMs and Front of House manager on Duty of any irregularities that pertains to tickets, seating, latecomers and complying with Front of House and Webtickets Policies and procedures. When required, ushers must hand out programs to patrons entering or leaving the auditorium. Ushers need to assist the Front of House management team with the enforcement of any camera/video policy for each performance. Alert Management to any guest who might have special needs or any emergency situations as well as any irregular or suspicious behavior. Adhere to a strict Dress Cod. Please refer to the code of conduct provided. Front of House manager may request any additional duties and task at their own discretion			
Amount and kind of supervision received				
Amount and kind of supervision exercised				