



## **JOB POSTING**

**POSITION: Usher / Ticket Taker**  
**STATUS: Part-Time/Hourly – Non-Exempt**

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### **Job Summary:**

The Guest Services Department's team is responsible for providing excellent guest service at all Microsoft Theater and STAPLES Center events.

### **Job Description:**

- Greet guests as they enter Microsoft Theater or STAPLES Center.
- Provide guests with directions.
- Check tickets for guests attempting to access their section.
- Assist with information requests.
- Respond to guest complaints.
- Perform a variety of duties, often changing from one task to another of a different nature without the loss of efficiency or composure.
- Use excellent customer service skills when interacting with guests, vendors, & employees.
- Complete all assigned tasks within the guidelines & deadlines set by Guest Services Managers and Supervisors.
- Effectively and calmly interact with angry or emotional guests and employees.
- Ability to memorize, recollect, and quickly retrieve relevant information.
- Maintain company confidentiality.
- Other duties as assigned.

### **Required Qualifications:**

- High school diploma or equivalent
- One (1) year prior customer service experience, preferably in a sports/entertainment venue environment
- Reliable, punctual, and regular in attendance with good communication skills
- Friendly, outgoing personality
- Ability to take direction well and work well with others
- Ability to pass a pre-employment background check, and post-offer drug screening test
- Must be available to work at least five (5) evening events per week; including all events on Fridays, Saturdays and Sundays.

### **Work Conditions:**

- Tasks are performed with moderate supervision.
- Walking & standing occurs 90% of the time (4-6 hours per shift).
- Employees will be assigned to work elevator shifts.
- Employees may be scheduled to work until 12:00am or later.
- Employee should use precautions & follow safety guidelines.