



Patron Services Usher Job Advertisement

About Foundation Theatres

Foundation Theatres is an Australian family owned theatre; owner and operator. Our venues are two of Sydney's premier theatres: The Capitol Theatre and Sydney Lyric. Our mission is to operate a series of thriving, internationally renowned, first class theatres.

In this role, your energy and attention to detail is a critical part of making our theatres great venues for our patrons to visit and our presenters, performers, crew and visiting companies to experience. Your ideas, work ethic, workplace pride, team spirit and commitment to safety are respected hallmarks of your role.

The Foundation Theatres team share a passion for the theatre industry in Australia, its product and the people it attracts from diverse backgrounds. Every role within Foundation Theatres requires each of us to be 'House Proud' ensuring that our venues are of the finest possible quality in both service and physical condition.

We have an exciting opportunity for a people with a love of customer service and an interest in theatre to become a member of our theatre team. The ideal candidate will be an energetic team player who enjoy working in the hospitality industry and interacting with patrons from diverse backgrounds. Successful applicants will be impeccably presented, have excellent communication skills and a first-class customer focus.

About the Position

- Work Type: Casual
- Location: Pyrmont NSW 2009 & Haymarket NSW 2000
- Hours of work: Varied, including days, evenings and weekends
- The remuneration will be in accordance with the Live Performance Award for casual front of house theatre employees.

Responsibilities

- Providing theatre goers with first class friendly service
- Provide access control to the auditorium for all levels of patron mobility
- Provide accurate and helpful directions and information to patrons
- Ticket interpretation and seating of patrons
- Ensure the comfort and safety of patrons

Selection Criteria

- An outstanding customer service orientation
- A very high standard of personal grooming & appearance, and able to comply with the theatre's conservative Dress and Grooming Policy
- An absolute client focus, cheerful disposition and great communication skills
- Ability to work matinees, nights and weekends on a standard roster dictated by the schedule for each hosted production
- New South Wales RSA Qualification and competency card
- Ability to work proactively and flexibly within not only your immediate team but also within other theatre environments
- Must possess a pro-active and can-do attitude
- Ability to work in a dark theatre environment, and in the auditorium with stairs typical of a large lyric-style theatre
- Be available for a minimum of 4 shifts a week (not including Sundays)

How to Apply

Does this sound like you? If you have the personality and customer focus required for this role, we would like to hear from you. Please apply via our website <https://www.foundationtheatres.com.au/employment/>