

Position Description

Usher



Area:	Event Operations
Reporting to:	Ushers Supervisor
Coordinate with:	Membership and Ticketing Executive
	Ushers Supervisor
	Game Day Workforce Coordinator
	USC Venue Management
	Security and First Aid

We are looking for volunteers who are:

- 18 years or older
- Reliable, punctual, well presented and courteous
- Friendly and personable, and a great communicator
- Flexible and able to support the team where required
- Able to answer questions from the general public, or at least direct them to help
- Willing and able to wear PPE (Personal Protective Equipment) where required
- Able to follow any COVID-19 regulations and protocols in place at the time, and instructed by Sunshine Coast Lightning representatives
- Quick learners, with the ability to adapt to different environments
- Hold a current Blue Card or can obtain one

In return, we will offer you:

- The opportunity to volunteer at our Game Days in a fun and supportive environment
- A training night where you will learn all about your role on Game Days and be shown around the venue
- A uniform shirt to wear and keep, and a weather jacket if working outside (jacket to be returned post-match)
- An Accreditation pass to access the venue and Game Day areas as required
- Catering throughout your shift
- A photo on court with the entire Workforce Crew and Players after a selected game
- An end of Season thankyou event hosted by several Lightning Players

Primary Roles:

- To assist members, fans and spectators find their seats in a friendly and efficient manner.
- Troubleshoot any issues with patron seating (i.e. someone sitting in a seat that has not been allocated to them).

Key Tasks	Description
1.	Arrive at the venue as per your shift allocation, collect your accreditation, check into the Workforce Room and have your meal.
2.	Move to your designated location at your scheduled time and familiarise yourself with the seating areas.
3.	As one of the main points of contact for members and fans, guests and spectators – be friendly, courteous and welcoming.
4.	Stand at your allocated position and assist members, fans and spectators find their allocated seats. Ensure you don't block the aisles – your focus should be on helping patrons and keeping things moving and flowing – not watching the game or chatting to friends.
5.	Assist with any seating issues including directing them to the Ushers Supervisor if required.
6.	Assist patrons with special seating requirements (such as the accessible seating bays). Make sure they have pre-purchased this ticket and only one guest sits with them. Advise the patrons where the closest amenities are and how to access them.
7.	Ensure Corporate Hospitality seating area remains protected, with seat covers to remain untouched by other patrons.
8.	Direct patrons to the correct areas in the precinct (i.e. food vendors, amenities, corporate hospitality, lost children to Security etc.).
9.	Ensure the stadium aisles remain clear during the games and minimal movement of patrons while ball is in play (i.e. children are not to run up and down stairs, patrons are to sit in their allocated seats during the game, patrons are to wait in the door aisles if the ball is in play at that end, clear any rubbish).
10.	Assist with opening doors and guiding patrons out of the Stadium at the end of the match, as well as assisting USC staff during an emergency evacuation.
11.	Assist with any other roles requested of you by the Ushers Supervisor.
12.	At the end of the match return to the Workforce Room and hand back your accreditation and check out. Write any feedback in the feedback book before departing.