



Alabama Shakespeare Festival seeks a Head Usher

Alabama Shakespeare Festival (ASF) is currently seeking an enthusiastic and experienced individual to serve as Head Usher. Alabama Shakespeare Festival is a year-round professional LORT (C&D) theatre housed in an impressive two-theatre complex located in Montgomery, Alabama, that annually produces a vibrant season of Shakespeare as well as the classics, musicals, contemporary plays, TYA, and new works. In addition to ASF's stage productions, ASF serves its community through the Festival's many arts education programs, including SchoolFest, a student-matinee program that provides 30,000 – 40,000 students annually with subsidized tickets for a performance of one of ASF's plays.

The Head Usher oversees Front of House (FOH) operations and leads the usher team by presenting impeccable, proactive customer service to patrons.

Duties and Responsibilities:

- Work with FOH Management to coordinate staffing logistics for public performances
- Train and supervise ushers
- Serve as patron services specialist on the floor, proactively seeking ways to assist patrons and enhance their experience
- Deescalate tension and work to resolve issues quickly, and with kindness
- Works closely with the Box Office team to resolve seating issues expeditiously and with patience
- Set a standard of excellence and professional conduct for the FOH team
- Responsible for the safety of the audience (i.e., manages emergency procedures)
- Effectively communicate with stage managers (i.e., confirming show start times, seating latecomers)
- Oversee FOH operations as needed by FOH Management
- Ensure the spirit of ASF and our mission is present in the way we serve everyone who attends a performance here
- Act as special event support staff

Other characteristics and experience vital to this position:

- Excellent communication and problem solving skills.
- Prior experience working in the customer service/hospitality industry is a plus.
- An outgoing personality and positive attitude.
- The ideal candidate would have great appreciation for the experience of live theatre.

This is a part-time flexible position.

To Apply:

Please send a cover letter and resume to Sarah Adkins at sadkins@asf.net or 1 Festival Drive, Montgomery, AL 36117. EOE – M/F/D/V

Alabama Shakespeare Festival is proud to be an Equal Opportunity Employer. All qualified candidates will receive consideration without regard for age, race, religion, gender, identity, or disability.



Alabama Shakespeare Festival

Founded in 1972, Alabama Shakespeare Festival began as a summer theatre festival in Anniston, Alabama. The theatre moved to Montgomery in the 1980s after philanthropist Wynton "Red" Blount offered to build a new home for the theatre in a 250-acre park. The state-of-the-art performing arts complex, christened the "Carolyn Blount Theatre," represented the largest gift by an individual donor in the history of American theatre (\$21.5 million) at the time. Mr. Blount's gift of the theatre complex set ASF on the path of continuous artistic success and community service.

Carolyn Blount Theatre houses a Festival Stage (seats 792) and Octagon Stage (seats 262), outdoor amphitheater and garden, production shops, rehearsal halls, and administrative offices. More than one million bricks were used to build the complex, which contains more than 100,000 square feet of space. The late Russell Page, famed landscape architect, planned the English-style grounds and lake that surround the building and make up the stunning core of the Wynton M. Blount Cultural Park.

ASF is the largest professional, producing theatre in Alabama and one of the largest Shakespeare festivals in the world. Since the theatre first opened, millions of adults, children, and families have experienced the joy of theatre by attending ASF productions.

Mission and Values

Alabama Shakespeare Festival builds community by engaging, entertaining, and inspiring people with transformative theatrical performances and compelling educational and outreach programs.

As the region's most valued arts leader and community resource, we strive to build upon our reputation for artistic excellence, broaden our reach throughout the state and beyond, and expand public participation and support.

Our core values include **heritage**: producing work that speaks to the richness of human experience and the uniqueness of our region; **excellence**: sustaining a nurturing, supporting, and creative work environment; **community**: serving as a cultural conduit for community interaction; **accessibility**: embracing diversity and opening our doors to everyone in the community; **life-long learning**: providing unique avenues for personal and collective discovery; and **stewardship**: being reliable stewards of the marvelous resources provided to us.

Community

The New York Times recently recognized Montgomery, Alabama, as one of the top 52 places to visit in the United States, citing revitalized neighborhoods, a bustling downtown, and the many museums and historical sites focusing on the evolution of civil rights.

Montgomery is rich in both historic and cultural offerings for residents and visitors alike, including ASF and the Montgomery Museum of Fine Arts located in the Wynton M. Blount Cultural Park. In addition, other local attractions include the recently opened National Memorial for Peace and Justice and Legacy Museum of the Equal Justice Initiative, National Center for the Study of Civil Rights and African American Culture, the Rosa Parks Library and Museum, Freedom Rides Museum, and Alabama Nature Center.

As the state capital of Alabama, the city is populated by many state government agencies along with Maxwell-Gunter Air Force Base, the home of Air University. Montgomery has a vibrant academic community that includes public institutions Alabama State University, Troy University (Montgomery Campus), and Auburn University at Montgomery, as well as private institutions Faulkner University and Huntingdon College. High-tech manufacturing is also part of the diversification of Montgomery's economic base, which includes such international companies as Hyundai Motor Manufacturing Alabama among others.

Montgomery has won several national awards including Best Historic City by *USA Today*, All-America City in 2014 by the National Civic League, "Top City for Job Growth" in 2014 by ziprecruiter.com, and the "happiest city in Alabama." Montgomery has also been recognized nationally for its downtown revitalization and new urbanism projects. It was one of the first cities in the nation to implement Smart Code Zoning.