

MANUAL Student Employment Office Office of Career Services	SECTION Student Job Description	PAGE 1 / 2 REVISÉD 5/24
SUBJECT <i>Student Usher</i>	RANK X035	GROUP II

DEFINITION:

Under Pavilion staff supervision or a Student Attendant Supervisor, a student usually performs all or part of the following duties:

- (a) Assists with crowd control during special events.
- (b) Reports all emergencies and issues to the venue Staff.
- (c) Manages the flow of people entering the venues.
- (d) Maintains order at the venue entrances.
- (e) Ensures visitors follow University rules when entering the venues.
- (f) Carries out additional tasks as required.

BASIC QUALIFICATIONS:

Six months experience with customer service and working with the public in areas such as retail and food service or equivalent at the discretion of the Director. Experience in commercial venues such as theaters, stadiums, halls, and outdoor parks is desirable.

QUALIFICATIONS FOR STARTING AT STEP B:

One year of additional related experience.

LEARNING OUTCOMES*:

- Professionally advocate for oneself and others.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.
- Promptly inform relevant others when needing guidance with assigned tasks.
- Multi-task well in a fast-paced environment.
- Proactively anticipate needs and prioritize action steps.
- Demonstrate flexibility by adapting to diverse environments.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.

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- Be present and prepared.
- Demonstrate dependability.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Exercise the ability to compromise and be agile.
- Collaborate with others to achieve common goals.

*Learning outcome descriptions from the [National Association of Colleges and Employers \(NACE\)](#).