

## POSITION ANNOUNCEMENT

### Volunteer Usher



**POSTING DATE:** Fall 2022  
**STATUS:** Volunteer  
**REPORTS TO:** House Manager and Patron Experience and Rentals Manager  
**POSITION AVAILABLE:** Fall 2022-Spring 2023

### ABOUT ROUND HOUSE THEATRE

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our [organizational values](#) include a [commitment to be an anti-racist](#), anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area, with “a renovation matching [its] upgrade in recent years as a purveyor of dramatic art” (Peter Marks, *The Washington Post*). A nonprofit professional LORT theatre with an annual budget of more than \$6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six-show season of new plays, modern classics, and musicals for more than 30,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

### JOB DESCRIPTION

The Volunteer Ushers assist the Front of House team, providing high-quality customer service to the over 30,000 patrons annually. The Volunteer Ushers create a welcoming space for our audience and serve as an ambassador of the Round House brand. An engaging personality, even temperament, and appreciation of the performing arts preferred.

### Organizational Structure

The House Manager reports directly to the House Managers and the Patron Experience & Rentals Manager.

### Essential Duties & Responsibilities

- Sign up for volunteer shifts using link provided or by emailing the Patron Experience Manager.
- Greet patrons, show patrons to their assigned seats, help them navigate the building and answer general questions about the show.
- Assist audience during performances, bringing issues in the house to the attention of the house manager.
- Anticipate patron needs and offer assistance without bias. (for example, offering to stow a walker during the performance and returning it promptly to the patron at intermission and end of the show.)
- Assist in the safe evacuation of the audience in the event of an emergency while maintaining your own personal safety.
- Immediately alert the house management staff to any medical emergency in the theatre and lobby.
- Additional duties such as preparing programs, watching the stage for safety, clearing the theater and lobby of programs or other debris after the performance or holding doors for patrons to exit may be assigned.

### HOW TO APPLY

Send inquiry to [House@RoundHouseTheatre.org](mailto:House@RoundHouseTheatre.org). Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit [RoundHouseTheatre.org](http://RoundHouseTheatre.org). No phone calls please.

Wages: uncompensated. This is a volunteer position