

# University of Dubuque Heritage Center

## Availability/Information Sheet

Name: \_\_\_\_\_

First

Middle Initial

Last

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Freshman  Sophomore  Junior  Senior

Major: \_\_\_\_\_

Positions Available:  Usher

(Check all that interest you)  Ticketing Assistant

*\*Please accurately place an "X" through the time slots you are **NOT** available*

TIME:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							

\*Candidates with a flexible schedule including evenings and weekends are desired.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please turn in completed form to:

Victoria Molle, Director of Audience Services

Heritage Center Room 116/#563-589-3432 or vmolle@dbq.edu

# Work at Heritage Center!



UNIVERSITY of DUBUQUE

*The opportunities for students to become actively involved with Heritage Center operations offer a number of career and resume building experiences. **Only serious candidates need apply.** Here are the front-of-house jobs that we will be looking for students to fill:*

## **Front of House Opportunities:**

**Ushers:** Work events welcoming patrons to the facility; guiding them to their seats, providing primarily a hospitality, PR, and safety function. Person needs to be knowledgeable of the seating layout, of emergency contingencies and exit plans, and ensuring that all patrons have a distraction-free performance. Most events will likely require a 3-4-hour time commitment when you consider arriving at least one hour early for some event specific prep time to ushering the patrons out of the venue and tidying up afterwards. Requires a minimum of 4 hours of training prior to working first event. Usher uniform shirt is provided.

**Ticketing Assistants:** This position will require some rigorous training, likely in the neighborhood of 6-10 hours which includes some shadowing and side-by-side time with a supervisor. Position will involve cash handling and also serves as a front-line person for the university so excellent customer service is essential as personnel will interact directly with the public through ticketing transactions. The box office may be the very first point of contact for someone in the Dubuque community, with the University of Dubuque, so first impressions are critical. Box office hours are Monday thru Friday, 10 am to 5 pm, and 90 minutes prior to any ticketed event. Attire is business casual with uniform shirt provided.

*\*Ticketing Assistants work in the box office during regular office hours AND during events scheduled that require ticketing (must make best effort to work 80% of events). May be required to perform usher duties and sell merchandise at events.*