

**Job Opportunity for the Grant Park Orchestral Association
Festival Usher (Part-Time, Seasonal)**

This is a part-time seasonal position for the Grant Park Music Festival in Millennium Park. This position reports to the House Manager. Festival Ushers are representatives of the Festival whose primary functions are to assist patrons and to perform other important front of house operational tasks. This position begins May 30, 2012 and continues through August 18, 2012.

The Grant Park Music Festival has been a Chicago summertime tradition since 1935. Attended by over 300,000 visitors annually, the Festival presents 10 weeks of classical concerts in Chicago's Millennium Park. Most concerts take place outdoors in the Jay Pritzker Pavilion designed by renowned architect Frank Gehry and several concerts take place inside the Harris Theater for Music and Dance. The Festival is highly committed to introducing new audiences to classical music and presenting adventurous world-class programming. The Grant Park Orchestra and Chorus are comprised of musicians from other well-regarded orchestras and musical institutions. Carlos Kalmar has been the Principal Conductor and Artistic Director of the Festival since 2001 and the current Chorus Director is Christopher Bell.

Duties:

- Welcome and assist patrons at Grant Park Music Festival concerts
- Maintain the efficient operation of the Seating Bowl and Membership Seating Areas
- Assist patrons in locating assigned seats or assigned seating sections
- Manage and resolve patron comments/complaints in a prompt, friendly manner
- Provide information to the public about Grant Park Music Festival, Millennium Park, and surrounding attractions
- Communicate park rules and regulations to the public
- Direct patrons to park facilities (such as the Welcome Center, merchandise/food locations, and restrooms)
- Assist park security with crowd control
- Assist in set-up and distribution of materials used during concerts
- Assist in sales of merchandise
- Perform other duties as assigned

Minimum Qualifications:

- High-School Diploma/GED
- Two years customer service experience and/or other high public-contact work
- Excellent communication skills and routinely punctual
- Ability to work flexible hours: most shifts are Wednesday, Friday, and Saturday evenings; weekend and holiday availability is required
- Close attention to detail, with the ability to work professionally and efficiently in a fast-paced environment
- Ability to perform physical labor and lift at least 50lbs
- Ability to work outdoors and possibly in inclement weather and to stand for multiple hours at a time

Other Desired Qualifications:

- Experience in hospitality, music, tourism and/or special events industries
- Knowledge of classical music repertoire

Job Requirements:

- Khaki or black dress pants (depending on assignment) must be worn with closed toe shoes, along with an assigned uniform shirt/blouse during work shifts
- Must be available for all training sessions (May 30, 5:00PM-8:00PM and June 6, 5:00PM-8:00PM) and a majority of concert dates (Concerts are typically Wednesday, Friday, and Saturday evenings and can be found online at www.grantparkmusicfestival.com)

2011 Wages: \$9.00 per hour – up to 20 hours/week

Submit **resume, cover letter** and a **list of summer conflict dates** to:

Grant Park Orchestral Association
Joseph Fernicola, House Manager
205 E. Randolph St
Chicago, IL 60601
Joseph.Fernicola@gpmf.org

Applications must be submitted by April 1, 2011

NO PHONE CALLS, PLEASE

The Grant Park Orchestral Association is an Equal Opportunity Employer