

Employment Opportunities

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www.oregonmetro.gov/jobs



Metro | *Metropolitan Exposition Recreation Commission*

Gate Attendant / Usher

Portland Center for the Performing Arts
Internal, FOTA and general recruitment

Status:	Multiple part- time positions
Work location:	Portland Center for the Performing Arts 1111 SW Broadway, Portland, Oregon
Pay:	\$11.51/hour This position is represented by IATSE Local-20 and is non-exempt
Recruitment number:	PCPA-8070/8080-July07PT
Application deadline:	July 27, 2009

Internal applicants must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

First Opportunity applications will be accepted from residents who live within the First Opportunity Target Area (FOTA) and who meet the qualifying annual household income limit of less than \$25,000 as an individual, or \$40,000 for an entire household, for the past 12 months. If you qualify, please complete the attached Economically Disadvantaged Status Questionnaire. The recruitment process begins with internal applicants who are screened and interviewed. If no internal candidates are selected, then the First Opportunity applicants will be considered.

General applications will be accepted from all applicants.

Please carefully follow application procedures at the end of the announcement.

Position summary

Performs work under the direction of the Admissions Lead, House Manager or Event Coordinator.

Gate Attendant

Takes tickets, monitors doors during events, directs patrons and occasionally patrols special events at all Metropolitan Exposition Recreation Center (MERC) facilities.

Usher

Greets patrons with seat locations and generally assists in making the patrons' stay a pleasant one; develops a detailed knowledge of the seating arrangements in the assigned facility; enforces facility rules and regulations.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

Gate Attendant

- Takes tickets at entrances during events; verifies tickets for the correct date and performance.
- Monitors doors during events, restricting admittance at unauthorized entrances and exits.
- Directs patrons to proper entrances and exits.
- Patrols, occasionally, for exhibitors, checking for violations of MERC rules and regulations, hazards and theft.
- Remains on duty for the duration of the event; maintains MERC rules and regulations within the building.

- Becomes acquainted with emergency procedures in order to respond correctly, should an accident occur
- Provides direction and general facility information to patrons when requested.
- Provides information on availability to the Event Services Department to aid in preparation of monthly schedule.
- May be cross-trained as an Usher.
- Performs other duties, as assigned.

Usher

- Greets patrons and directs them to their seats, assisting elderly or disabled patrons when necessary.
- Notes and solves problems with wrong tickets or patrons in wrong seats or areas; directs them to the Lead or Manager when necessary.
- Keeps walkways, aisles and ramps clear of patrons and of potential obstructions such as wheelchairs, baby carriages, large packages, coolers, etc.
- Identifies spills and potential hazards and reports them to the Lead or Manager.
- Initiates correct emergency procedures should an accident or emergency arise, or contacts the Lead or Manager for assistance.
- Remains on duty for the duration of the event, maintaining MERC rules against smoking, drinking, seat jumping, etc.
- Stuffs and/or distributes flyers, programs, etc. at the gate or door when requested by supervisors.
- Provides information on availability to the Event Services Department to aid in preparation of monthly schedule.
- Takes tickets at the Newmark Theater at the Portland Center for the Performing Arts.
- May be cross-trained as a Gate Attendant
- Performs other duties as assigned.

Minimum requirements

Minimum of a high school diploma or equivalent, and one year experience dealing directly with the general public in a high volume situation; or any combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. Good physical condition required. Must be 18 years of age or older. Requires ability to work weekdays, weeknights and weekends, including evenings and holidays.

Knowledge, skills and abilities

- Ability to perform the physical aspects of the position, including the ability to stand for long periods of time; ability to tolerate inclement weather conditions; ability to climb ramps and stairs; and the ability to lift, hold and carry 10 pounds.
- Ability to work weekends, holidays and evenings.
- Ability to read and comprehend all information listed on tickets.
- Ability to communicate clearly, concisely and in a courteous manner both orally and in written form.
- Ability to work effectively with co-workers, supervisors and the general public.
- Ability to deal effectively and successfully with stressful and sometimes difficult situations.
- Ability to grasp procedural techniques and facility policies and regulations, as well as the facility's physical layout.
- Ability to screen for unauthorized items (i.e. bottles, cans, etc.) upon patron entrance to the facility.
- Must be dependable.

Alcohol/Drug: MERC conducts testing for alcohol/prohibited drugs in accordance with MERC Personnel Policies Section 12.9.

PERS: Metro participates in the Public Employees Retirement System (PERS); eligibility generally begins after working 600 or more hours in a 12-month period.

Immigration law notice: Only US citizens and aliens authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to internal, FOTA and general candidates on July 13, 2009.

To apply, submit the following

Gate Attendant/Usher application form, including the required supplemental questions.

Submit your application

Deadline: 5 p.m., July 27, 2009

E-mail:

jobs@oregonmetro.gov

Please include the word "Application" in the subject line of your e-mail. Electronic attachments must be in MS Word or PDF format.

Mail or drop off:

Metro Human Resources Department
600 NE Grand Ave, Portland, OR 97232

Fax:

503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

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