

APPLICATION FOR CONCERT OFFICE EMPLOYMENT

Date: _____

Circle Job Title You Are Applying For: FRONT OF HOUSE USHER and/or BACKSTAGE USHER

Full Name: _____	UR/ESM E-mail: _____
Preferred E-mail: _____	Cell Phone: _____
Degree/Major/Instrument: _____	Teacher: _____

AVAILABILITY:

Review your schedule of commitments and check times that you are available in a regular week. Write down any comments about your availability in the space below including specific dates you are traveling or otherwise unavailable to work

Please place an "X" in the boxes of the time periods when you are NOT AVAILABLE this fall semester.

Time	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Morning: 9am – 12:30pm							
Early Afternoon: 12pm – 3:00pm							
Late Afternoon: 3pm – 6:00pm							
Early Evening: 6pm – 8:30pm							
Late Evening: 8pm – 11:00pm							

PREVIOUS WORK EXPERIENCE:

List any relevant work experience which corresponds to the position you are applying for or attach résumé & cover letter

CONCERT OFFICE INFORMATION (PLEASE FILL OUT COMPLETELY!):

Full Name: _____ Student ID Number: _____

Are you a registered, matriculated, full-time student? Yes No

Are you an Undergraduate or Graduate student?

What year do you expect to graduate? 2015 2016 2017 2018

Do you have Federal Work Study? Yes No Don't Know

Do you have an I-9 form on file in the Financial Aid Office? Yes No Don't Know

If you checked No/Don't Know for an I-9, please complete the form asap! Concert Office cannot hire you until this form is on file with the appropriate Financial Aid office

Eastman School of Music Concert Office: Hiring Procedures for Usher Staff

Thank you for applying to be a part of the usher staff at the Eastman School of Music! During the academic year the Concert Office employs over sixty student ushers in various capacities. As a **front-of-house usher** your primary responsibilities include providing customer service and representing the Eastman School and the University to the concert-going public. Duties include patron hospitality, ticket collection, program distribution, and addressing patron inquiries and concerns. The majority of front-of-house ushers are assigned to specific crews working on the same weekdays throughout the year. In addition there is also a “substitute crew” which works on a more flexible schedule. These ushers serve as permanent subs throughout the semester and are primary candidates to fill any openings in the weekly crews if they occur during the year. **Backstage ushers** work alongside front-of-house ushers and Head Ushers and are in charge of all backstage operations including interacting with artists, providing greenroom and stage access, coordinating stage changes and hall lighting. The backstage crew typically consists of twelve ushers who are scheduled on an individual basis to accommodate the volume of events and personal availabilities. **Summer session ushers** constitute the summer crew and are scheduled on a concert-by-concert basis covering Eastman Summer Session, Rochester Jazz Festival and various other events during the summer months.

Ushers are generally hired at the beginning of the school year and at the end of the spring semester (for the summer session). In certain cases, the Concert Office may accept applications between the fall and spring semesters. All students who wish to be considered for a position must fill out an application. The number of applications for ushering positions usually exceeds the number of positions available. The availability of Work Study funding is important, but is not a primary consideration for hiring ushers. The following guidelines are considered when selecting applicants:

- The application for ushering (which can be picked up at the Concert Office) must be filled out neatly and completely. Failure to enter any information will automatically disqualify a student from being hired.
- The applicant **must have** an I-9 form on file with the University (this is true of all University jobs). Undergraduate students must have the form on file with the Financial Aid office, while graduate students must have one on file with the Student Employment office **and** the Financial Aid office. If you have any questions regarding this form, please talk to Financial Aid & Student Employment. Failure to have this form on file will disqualify the student from being hired.
- The student’s availability must fit the needs of the ushering schedule. A student with limited availability is much less likely to be hired than a student who can be more flexible.
- Returning ushers are subject to the same hiring practices as new applicants and must confirm their continued interest in ushering via email if they wish to be considered for employment in the current academic year. They will be given preference over new applicants subject to their past job performance. In the absence of said email confirmation, a new employment application must be submitted within the allotted deadline and it is at the discretion of the House Manager whether the candidate will be considered for employment.
- **For fall semester only: An informational meeting is held at the beginning of the semester - attendance at this meeting is required for all new applicants wishing to be considered for a front-of-house and/or backstage positions.**
- The nature of the usher application process and scheduling constraints do not allow for an in-depth face-to-face interview with each candidate, so if there is something you feel should make you stand out from the rest of the applicants please do not hesitate to note it in a separate letter or provide a résumé and attach it to your application or send it via email to housemanager@esm.rochester.edu

Head ushers are chosen each semester from the ushers currently on staff. Throughout the year, an usher’s job performance is observed and reported to the House Manager. As head usher positions become available the current head ushers vote for those ushers they feel are qualified to fill those spots. Based on these tallies, the ushers’ job performance records, and staff observations a list of potential head usher candidates is created. These individuals are then invited for interviews. The number of positions available varies from year to year based on the number of graduating head ushers. All candidates are notified by email on a rolling basis, until all positions are filled.

All Concert Office usher job notifications will be sent to your Eastman/University student Gmail account!