

Job Description

Group or Organization – Boy Scouts (Nebraska)

Job Title – Usher

Facility – Memorial Stadium

Event – Nebraska Football Games

1. Scope of Position

Perform usher responsibilities in the main seating bowl of Memorial Stadium. Provide customer service and aid in safety and security efforts.

2. Key Responsibilities

- a. Assist patrons to their seat
- b. Know and understand where the stadium key amenities are, e.g. concessions, restrooms, lost and found, guest services, will call
- c. Read and understand each event's game notes
 - i. These will be key for all relevant gameday information
- d. Uphold safety and security standards set forth by the gameday Incident Command structure
 - i. Stadium leads will need to attend Line-ups before each home game
 - ii. Be vigilant, e.g. be aware of possible danger or difficulties in and around the stadium
- e. See something say something – report up until information reaches Stadium Operations
- f. Spread provided sand on stadium steps during inclement weather
 - i. Know where this material is located
- g. Spread provided protein spill (vomit) cover up over area of spill
 - i. Know where this material is located
- h. Assist with escorting fans from the seating area to first aid stations and/or cooling stations
 - i. Know where these are located in the stadium
- i. Understand the proper reporting structure and how to effectively communicate upward and across your discipline

3. Organization Structure

The Boy Scouts will fall under the Incident Command Structure of Athletics on gameday. The Boy Scout stadium leads will need to know who their Athletics stadium lead is on gameday. The Athletics stadium lead will serve as the top level supervisor for the Reserved Officer Training Corp (ROTC) and the Boy Scouts for each of the four (4) stadiums. Know who your ROTC representatives are in your stadium. If a fan is in need of a transport to a medical area or stadium amenity, the Boy Scout representative should be the person assisting with the escort while the ROTC rep stays in location and reports as needed to Stadium Operations.

4. Position Specifications

Individuals holding the role of Boy Scout Usher on gameday at Memorial Stadium should be of proper age to give directions to fans, aid in escorting fans to other areas of the stadium and be able to effectively handle an escalated situation, even if that means contacting the Boy Scout lead in that area to aid in the handling of an escalated situation. Being punctual, having a high level of integrity, not abusing the position privilege and working the entire assigned shift will be especially important to the overall effectiveness of performing the job to the standard set forth.