



USHER SUPERVISOR

The Role

- Provide leadership to the Usher Team on-site and problem solve accordingly.
- Convocation Ushers ensure the smooth running of the event by guiding guests to key locations and accurately answering questions at the ceremony.
- Act as the primary point of contact for graduands and guests during a stressful and exciting day. Maintain professionalism and unwavering kindness to provide a positive experience.
- Ushers represent the University to thousands of newcomers to campus; excellent customer service skills are required.

The Commitment:

- Review an orientation video (provided in advance of training).
- Attend a mandatory one-hour training session.
- Commit to a minimum of two shifts (ceremonies).
- Note: there are 4 ceremonies taking place October 20th – October 21st.

Shift times:

- 08:45 a.m. - 12:45 p.m.
- 01:15 p.m. - 05:15 p.m.

The Experience

- Great opportunity to enhance your skillset and support a special community event.
- Expand your professional and social networks. Connect with new graduates, staff, faculty, leadership and other volunteers across campus.
- Experience the celebration and excitement that comes with the graduation of our students.
- Receive a written letter of appreciation that you can use for your annual performance appraisal.
- Note: this role will wear a robe during the ceremony, remain standing for long periods and be in close proximity with others.

For more information please email:
ambassadors.convocation@uwaterloo.ca.