



# USHER



## **The Role**

- Ensure the smooth running of the event by guiding grads and guests to key locations and accurately answering questions at the ceremony.
- Act as the primary point of contact for grads 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 (over lunch).
- Commit to a minimum of two shifts (ceremonies) throughout the week-long event.
- Note: there are 14 ceremonies taking place June 13th – June 17th.

## **Shift times:**

- 08:45 a.m. - 12:30 p.m.
- Double shift: 01:30 p.m. - 08:30 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.
- Please wear a white dress shirt/blouse, black or dark blue pants/skirt, and black dress shoes.
- Dinner will be provided during afternoon/evening double shift.
- Ushers will be paid \$20 per hour, for up to 40 hours worked.

For more information please email: [volunteer.convocation@uwaterloo.ca](mailto:volunteer.convocation@uwaterloo.ca).

