



Celebrating 45 Years

Taproot Theatre tells stories of hope, serving the Pacific Northwest through live theatre and educational programs.

Box Office Representative Job Description

Department: Marketing	Pay Range: \$16.69/hr
Supervisor: Box Office Manager	Status: Part time, hourly-non-exempt
<i>Job Description Revised September 2021</i>	Location: Seattle, WA
<i>Desired Start Date: November 1, 2021</i>	<i>Position Open Until Filled</i>

Position Overview: Box Office Representatives handle ticket sales, maintain the constituent database, distribute will call tickets, help with seating or ticketing issues, and are the 'front lines' of contact with Taproot Theatre's patrons.

Specific Areas of Responsibility:

- Receive and process in-person or phone ticket sales
- Manage and respond to box office inquiries by phone and email
- Print and distribute will call tickets
- Keep box office in clean, orderly condition
- Maintain an up-to-date knowledge of company and box office policy and procedures
- Review a provided study guide and/or info sheet for each production
- Attend each production within the first week (invited dress, previews or Opening night)

Required Qualifications/Skills:

- Compatibility with Taproot Theatre's mission and values
- Possess a love of theatre arts that translates to serving our patrons with excellent customer service
- Consistent availability to work 2-4 evenings and Saturday day/evening per week while shows are running
- Ability to handle cash and give change with accuracy
- Dependable and prompt
- Ability to learn ticketing software

Preferred Qualifications/Skills:

- 1 year relevant experience
- Experience with cash handling, payment processing and sales
- Computer database and/or data management experience
- Familiarity with Microsoft Outlook, Excel, Word, Slack, Patron Manager, Tessitura

Pay & Benefits

- Pay is hourly
- Scheduling is flexible by month, 2-8 hours/week depending on Taproot production schedule. Normal shifts are 1 hour before performance time to 15 minutes after. Occasional additional project based hours may be available
- Generous complimentary ticket policy

Equity & Inclusion: Taproot Theatre is working to become an anti-racist organization which prioritizes accessibility, transparent communication, and humanity to foster a space of belonging for all. As part of this work, employees will participate in regular trainings and discussions and be asked to support anti-racism and accessibility initiatives and policy changes, as part of their scope of work. To that end, Taproot Theatre seeks employees who demonstrate initiative to expand their own learning and competency within these areas in order to meaningfully participate in dismantling institutional racism, bias, and other systems of oppression which permeate our industry.

Faith Statement: Taproot Theatre Company is incorporated as both a non-profit theatre and a parachurch organization. A parachurch organization is a Christian faith-based organization which works outside of church oversight, and across denominations, while carrying out its mission. Currently, all permanent Taproot staff participate in corporate prayer and self-identify as Christians. Seasonal workers and guest artists may choose not to participate in these customs and represent a diversity of faith traditions and backgrounds. Taproot Theatre welcomes folks of other faith traditions who are comfortable working in a Christian environment to apply for all open positions and does not discriminate on the basis of religion.

Physical Requirements: This position requires frequent sitting or standing, manual dexterity to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood. The work is required to be done at the Taproot box office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Public Health: Taproot Theatre Company requires every employee, volunteer, and contractor to present proof of vaccination against COVID-19. Proof of vaccination can be vaccine card (copy or photo accepted), WA state immunization printout, or verified medical record printout from medical provider.

To apply, submit a cover letter and resume to Kristi Matthews, Box Office Manager at kristi@taproottheatre.org.

Taproot Theatre does not discriminate on the basis of race, color, religion, sexual orientation, sex or gender identity, age, citizenship, national origin, veteran status, marital status, mental, physical, or sensory disability, or any other protected and otherwise underrepresented groups of individuals.