



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

House Manager Job Description

Department: Marketing	Pay Range: \$16.69
Supervisor: Patron Services Manager	Status: hourly, part time
<i>Job Description Revised September 2021</i>	Location: Seattle, WA
<i>Desired Start Date: Early November</i>	<i>Position Open Until Filled</i>

Position Overview: The House Manager oversees the front of house during performances. They are responsible for handling any issues that might arise with patrons before, during and after a performance, including but not limited to the following areas: seating, concessions, box office, maintenance issues, etc.

Specific Areas of Responsibility

House Manager

- Attend a performance within each opening week
- Maintain an up-to-date knowledge of company and front of house procedures, including Covid-19 protocols
- Train and manage ushers before and during each performance (emergency evacuation procedure and assignments, show notes)
- Resolve last-minute seating issues
- Address heater/air conditioner issues
- Cover work of missing volunteer ushers
- Responsible for getting a count of how many people are in the theatre
- Communicate with the Stage Manager about the show (house count, air conditioning/heater, starting show {always SM's call}, any questions or issues about traffic and parking)
- Setup and breakdown of concessions (including making coffee, counting inventory and money)
- Count, record, and deposit donations

Required Qualifications/Skills:

- Compatibility with Taproot Theatre's mission and values
- Possess a love of theatre arts that translates to a desire to serve our patrons with outstanding service
- Availability to work evenings and weekends (see Pay and Benefits section below) while shows are running
- Solid interpersonal communication skills with a strong customer service background
- Experience with cash handling and sales
- Dependable and prompt
- Able to calmly handle multiple issues at once
- CPR and first aid training a plus

Pay & Benefits:

- Pay is hourly

- Scheduling is semi-flexible, 20-24 hours/week depending on Taproot production schedule. Normal schedule is Wednesday, Thursday, Friday, and Saturday evenings, Saturday afternoon-our mainstage schedule is run for 6 weeks, dark for 2.
- 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 standing for long periods of time and the ability to climb stairs. You need to be steady on your feet, able to assist patrons with mobility issues to their seats. In addition, you should be able to lift and carry chairs, up and down a flight of stairs. This job is onsite and doesn't have a work from home option.

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 Jenny Cross, Patron Services Manager
jenny@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.