



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

### Box Office Manager Job Description

<b>Department:</b> Marketing/Box Office	<b>Pay Range:</b> \$30-33 / hour
<b>Supervisor:</b> Director of Marketing	<b>Status:</b> Full Time, Hourly/Non-Exempt, Benefits Eligible
<i>Job Description Revised February 2025</i>	<b>Location:</b> Seattle, WA
<i>Desired Start Date: Immediate</i>	<i>Open until filled</i>

**Position Overview:** The Box Office Manager oversees and manages all ticket sales, ticketing information, Box Office staff, and communication with Taproot patrons regarding ticket sales, seating, and subscriptions, and supports the maintenance of ticketing and customer software and hardware.

### Primary Areas of Responsibility

- Box Office Staff Management
  - Hiring, training, and scheduling Box Office staff
  - Cover Box Office shifts and breaks as needed
  - Maintain Box Office Manual
  - Manage Box Office payroll reporting
  - Communicate show, discount, and marketing information to Box Office staff
- Box Office Reporting and Financial Management
  - Collect and verify daily financial deposits and accounting summaries
  - Weekly single ticket, subscription, and discount reports
  - Support cabinet members with finance and audit reports and other reporting needs as requested
- Ticketing/Customer Relationship Software
  - Manage seat allocation, added/canceled performances, third party sales
  - Process payments for subscriptions, single tickets and group sales
    - Track, process, report subscriptions. Assist in creation and management of all subscription materials, manage subscriptions and related mailings.
    - Coordinate with Marketing and Group Sales Associate to build/process group sales including deposits and final payments, tracking outstanding payments and final numbers, and sending receipts
  - Monitor and manage phone system and ticketing software and hardware to solve issues swiftly and efficiently, and support Front of House and Box Office with onsite sales issues and troubleshoot unexpected issues when they occur
  - Assisting in maintaining the Tessitura software including data integrity, report creation, and training, including provide key contact support with Tessitura Network regarding system and equipment updates
  - Assist with third party integrations and maintenance, as needed
- Patron Communication
  - Complimentary tickets
    - Create and distribute complimentary ticket letters to staff, cast, crew, and volunteers
    - Update complimentary ticket tracking spreadsheet, manage complimentary ticket requests that come through the Box Office
    - Assist with selection of complimentary ticket dates and availability
    - Work with Marketing Director and Marketing Associate to create and implement complimentary ticket processes
  - Manage Box Office phone message content
  - Manage response to patron emails
- Other Marketing Department responsibilities
  - Participate in weekly marketing and company meetings

- Work with Director of Marketing and Production Stage Manager to finalize performance dates
- Provide data and recommendations to Director of Marketing regarding pricing decisions
- Assist in proofing of all marketing materials

**Required Qualifications/Skills:**

- Compatibility with Taproot Theatre's mission and values
- Attention to detail in all aspects of work
- Sales, payment, and customer service experience.
- Interpersonal and organizational skills with strong attention to detail
- Computer literate: proficient in Word, Excel, Outlook, and database management

**Preferred Qualifications/Skills:**

- Experience in Tessitura or other CRM

**Benefits:** This position is eligible for paid time off, health, dental, vision benefits, and participation in the TTC 403b plan.

**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 religious organization. Our organization operates outside of church oversight and across denominations. Only staff at or above the director level are asked to confirm their Christian faith. Taproot staff at all levels participate in corporate prayer, but may choose not to participate in these customs. Taproot staff represent a diversity of backgrounds and faith traditions.

**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 takes place in multiple environments including the Taproot office, theatre, and occasional offsite venues. Must be available in the evenings and on weekends as needed for performances and events. Occasional work-from-home hours available. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

To apply, submit a cover letter and resume to Daytona Danielsen, Director of Marketing at [daytonad@taproottheatre.org](mailto:daytonad@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.*