



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

House Manager/Concessions Bartender Job Description

Department: Marketing	Pay Range: \$21
Supervisor: Patron Services Manager	Status: hourly, part time
<i>Job Description Revised Feb. 2025</i>	Location: Seattle, WA
<i>Desired Start Date: Ongoing</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
- Provide hearing assistance devices to guests who request them
- 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)
- Count, record, and deposit donations

Concessions Bartender

- Serve concessions, and process payments, to our guests pre-show and, when applicable, at intermission
- Maintain cleanliness of concessions spaces, coffee urns, etc.
- Have a working knowledge of the menu offered, and the local businesses who make our products
- Communicate any issues to the Patron Services Manager

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 manage multiple issues at once
- Up-to-date Food Handler's permit and MAST alcohol sellers certification (Taproot will help if you're not already certified)
- CPR and first aid training a plus

Pay & Benefits:

- Pay is hourly
- Scheduling is semi-flexible, depending on Taproot's production schedule. Normal schedule is Wednesday, Thursday, Friday, and Saturday evenings, Saturday afternoon-our mainstage schedule is run for 5 weeks, dark for 3.
- 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 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 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.

To apply, submit a cover letter and resume to Max Koh, Patron Services Manager
Maxk@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