



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

Patron Services Manager Job Description

Department: Marketing/Patron Services	Pay Range: \$24-\$27/hour
Supervisor: Director of Marketing	Status: 32 hours per week, Hourly/Non-Exempt, Benefits Eligible, up to 40 on high-demand weeks, depending on Taproot production schedule
<i>Job Description Revised-July 2025</i>	Location: Seattle, WA
<i>Desired Start Date: Immediate</i>	<i>Position Open Until Filled</i>

Position Overview: Taproot Theatre seeks a Patron Services Manager who leads with heart, purpose, and attention to detail. This is a highly relational and strategic role for someone who delights in creating a seamless and welcoming patron experience—one where every guest feels seen, supported, and valued.

The Patron Services Manager plays a key role in shaping the in-person patron journey, with particular focus on the on-site experience, hospitality, accessibility, and guest care. This position is ideal for a proactive leader who is curious, hospitality-driven, and committed to continuous improvement. Whether adjusting signage to better guide a first-time visitor, coaching a volunteer in warm guest interaction, or resolving a service challenge in real time, the PSM treats every detail as a meaningful part of Taproot's story.

The PSM reports to the Director of Marketing and leads with a focus on operational excellence, team development, and cross-departmental collaboration. Through thoughtful leadership and clear communication, they shape the culture of care that defines Taproot's audience experience.

Primary Areas of Responsibility

The Patron Services Manager serves as the architect of Taproot's audience experience, combining operational excellence with heartfelt hospitality and team leadership.

- **Patron Services Staff Management**
 - Recruit, hire, train, and schedule Front of House staff, concessions staff, and volunteers
 - Oversee FOH staffing and provide proactive on-site leadership as needed for Jewell Mainstage, Isaac Studio, and Education & Outreach performances
 - Train all FOH personnel in emergency, safety, and incident response protocols
 - Maintain FOH manuals and ensure accurate payroll reporting
 - Set and uphold standards for hospitality, accessibility, cleanliness, functionality, and audience care across all public-facing spaces
 - Implement inclusive and welcoming practices throughout FOH operations
- **Volunteers**
 - Lead recruitment, scheduling, and retention of a diverse and engaged usher corps
 - Cultivate a mission-aligned volunteer culture rooted in care, consistency, and joy
 - Deliver ongoing training and recognition programs
 - Build and manage a Core Volunteer Team trained to provide elevated FOH support
 - Plan and execute volunteer appreciation events and team development
- **Front of House Reporting**
 - Utilize systems to manage FOH reporting, including house counts and performance notes
 - Track patron feedback and identify trends to inform improvements
 - Maintain accurate, up-to-date documentation of FOH procedures
 - Collaborate with Production, Stage Management, and senior staff to resolve issues during live performances

- **Concessions, Receptions, and Events**
 - Curate themed concessions for each Mainstage production to align with show tone
 - Manage inventory and vendor relationships for concessions operations
 - Optimize guest experience and sales flow to reduce wait times
 - Plan and execute opening night receptions and special events
 - Collaborate on merchandising displays and cross-promotional opportunities
 - Support Development and Education & Outreach on in-person audience events
- **Other responsibilities**
 - Serve as Taproot's primary Accessibility/ADA Coordinator and ensure accommodations are consistently implemented
 - Translate Taproot's access and belonging goals into FOH practices and volunteer training
 - Coordinate with facilities and technical teams to resolve access, safety, or signage concerns
 - Collaborate with Marketing on aligned messaging and in-person experience design, and ensure lobby readiness, signage, and patron-facing materials reflect Taproot's brand
 - Read all season play selections and attend performances during opening week
 - Participate in weekly marketing and company-wide meetings
 - Present at and actively support all opening nights and other special events as assigned
 - Complete other duties as needed

Qualifications/Skills:

Required:

- Compatibility with Taproot's mission and values
- Passion for hospitality and creating moments of joy and care for every patron
- 2–3 years of experience in customer service, hospitality, or front-of-house operations
- Strong leadership, communication, and interpersonal skills
- Consistent availability for performance hours (typically Tuesday–Saturday)
- Curiosity, initiative, and a drive for continuous improvement
- Ability to stay calm and solution-oriented in a fast-paced environment

Preferred Qualifications/Skills:

- CPR/First Aid certification
- Experience with ADA compliance, accessibility planning, or culturally responsive service
- Experience with Tessitura or other CRM platforms

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 and the physical ability to maintain concessions inventory; strong command of the English language with the ability to be understood. Most of the work is required to be done onsite at Taproot Theatre with occasional visits to external environments. Must be available on evenings and 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 the following to Daytona Danielsén, Director of Marketing at daytonad@taproottheatre.org

- Cover letter
- Resume
- Three professional references

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.