



Celebrating 45 Years

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

Box Office Lead Job Description

Department: Marketing	Pay Range: \$17.69/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: ASAP</i>	<i>Position Open Until Filled</i>

Position Overview: Box Office Representatives handle all ticket sales, maintain the constituent database, and are the 'front lines' of contact with Taproot Theatre's patrons. The Box Office Lead has added responsibilities and acts as a back-up for the Subscriptions & Group Sale Lead.

Specific Areas of Responsibility:

- Receive and process in-person, phone and online ticket sales
- Manage and respond to box office inquiries by phone and email
- Prioritize and complete tasks assigned by Box Office Manager or Director of Marketing
- Keep box office in clean, orderly condition
- Maintain an up-to-date knowledge of company and box office policy and procedures
- Process complimentary tickets for lists including ChurchTix and CommunityTix
- Respond to and process ticket donation requests
- Work lead for performances; 2-3 evenings per week and Saturday day/eve while shows are running
- 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)
- As needed, assist Box Office Manager and Subscription Lead in additional tasks and training of new employees

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 within box office hours including regular evenings and weekends; Tue-Sat noon-8pm (with occasional morning performances)
- Solid interpersonal and organization skills with a strong attention to detail
- Strong written and verbal skills including editing and proofreading abilities
- 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 semi-flexible by month, 22-28 hours/week depending on Taproot production schedule. Normal schedule includes 3 weekday days/evenings and Saturday day/evening.
- 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.