



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

Box Office Manager Job Description

Department: Marketing/Box Office	Pay Range: \$20-22 / hour
Supervisor: Director of Marketing	Status: Full Time, Hourly/Non Exempt, Benefits Eligible
<i>Job Description Revised April 2022</i>	Location: 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.

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
 - Finance and audit reports 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.
 - 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 in conjunction with Data and IT Manager to solve issues swiftly and efficiently
- 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 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 Marketing Director and Production Stage Manager to finalize performance dates
 - Provide data and recommendations to Marketing Director 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.

The Taproot Theatre, dba Taproot Theatre Company (Taproot), prohibits and will not tolerate unlawful discrimination in employment of qualified employees and applicants. Taproot prohibits unlawful discrimination on the basis of race, color, national origin, religion, sex (including pregnancy), marital status, sexual orientation, age, disability, genetic information, honorably discharged veteran or military status, citizenship or immigration status, or any other legally protected category protected by applicable federal, state, or local law. As a religious organization, Taproot gives lawful preference in employment to certain employees and prospective employees on the basis of religion.

Equity & Inclusion: Taproot strives to become an anti-racist organization that prioritizes accessibility, transparent communication, and humanity to foster a space of belonging for all. As part of this work, employees may be asked to participate in regular trainings and discussions and 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 that permeate our industry.

Faith Statement: As a religious, Christian faith-based organization, the Christian faith is at the center of Taproot's mission. Those in leadership are expected to embrace the essential tenets of the Christian faith and have a vibrant faith life. Prayer is also a part of life at Taproot. All are welcome to participate in these times of prayer, although participation is not required. Other than leadership positions that have a faith requirement, Taproot welcomes folks of other faith traditions, or no faith tradition, who are comfortable working in a Christian environment and can respect Taproot's mission.

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. Most of the work is required to be done at the Taproot office with occasional visits to external environments. 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 Nikki Visel, Director of Marketing at nikki@taproottheatre.org.