



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

### Patron Services Manager Job Description

<b>Department:</b> Marketing/Patron Services	<b>Pay Range:</b> \$24-\$27/hour
<b>Supervisor:</b> Director of Marketing	<b>Status:</b> 32 hours per week, Hourly/Non-Exempt, Benefits Eligible
<i>Job Description Revised-August 2024</i>	<b>Location:</b> Seattle, WA
<i>Desired Start Date: Immediate</i>	<i>Open Until Filled</i>

**Position Overview:** The Patron Services Manager oversees and manages the front of house experience for patrons during performances, including the management of Front of House staff and volunteers and concessions management. They are present during performances. Additionally, the Patron Services Manager provides support for Development events as needed.

### Primary Areas of Responsibility

- Patron Services Staff Management
  - Recruiting, hiring, training, and scheduling of Front of House staff and volunteer ushers
  - Cover Front of House shifts and breaks as needed
  - Maintain an up-to-date knowledge of company and front of house procedures, including Covid-19 protocols.
  - Maintain Usher and House Manager manuals
  - Manage Front of House payroll reporting
  - Present during performances for Jewell Mainstage, Isaac Studio, and Education & Outreach performances
- Front of House Reporting
  - Utilize current systems to manage Front of House paperwork (notes, performance reports, house counts, etc.)
  - Work with Production Manager, Stage Manager, and senior staff to resolve issues that arise during performances
- Concessions, Receptions, and Events
  - Manage concessions including ordering concessions inventory and supplies
  - Plan and execute opening night receptions
  - Plan and execute Volunteer Appreciation Celebration
  - Partner with Development Director to assist with Development events
- Other Marketing Department responsibilities
  - Participate in weekly marketing and company meetings
  - Read all season play selections and attend a performance within each opening week
  - Work with Marketing Director and Creative Marketing Manager to create and place new signage for each show

### 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
- Consistent availability to work during performance hours, including regular evenings and weekends; Tue-Sat noon-8pm (with occasional morning performances) when shows are running.
- Strong written and verbal communication skills
- Customer service experience

**Preferred Qualifications/Skills:**

- CPR certification
- Experience in Tessitura or other CRM

**Benefits:**

- This position is eligible for paid time off, health, dental, vision benefits, and participation in Taproot's 403b plan.
- Scheduling is semi-flexible, 30-32 hours/week depending on Taproot production schedule.
- Generous complimentary ticket policy

**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:** 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 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](mailto:nikki@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.*