



### Front of House: House Manager & Concessions Job Description

<b>Department:</b> Marketing & Patron Experience	<b>Pay Range:</b> \$21.50
<b>Supervisor:</b> Patron Services Manager	<b>Status:</b> hourly, part time
<i>Job Description Revised June 2026</i>	<b>Location:</b> Seattle, WA
<i>Desired Start Date: Ongoing</i>	<i>Position Open Until Filled</i>

#### House Management:

- Arrive 2 hours before curtain of any given performance
- Stay up to date on and enact the latest schedule, notes, and procedures for each individual show, sent out by the Patron Services Manager.
- Train and manage up to 6 ushers before and during each performance (They arrive 1 hr. 15 min. before show start, help staff programs, train in the show notes, emergency procedures, assignments, and receive after show expectations from you.)
- Help perform the duties of the ushers. For example, help with scanners, pointing out seats, seating individuals with varying accessibility needs (reseating, hearing devices, walker management, etc.)
- Resolve last-minute seating issues – often individuals who no-show, need to move, or arrive late and will need to be seated on the back row.
- Responsible for providing a detailed House Report of the evening, used by the whole company, including: how many people attended, counts & records of concessions/donation cash totals, general notes, usher notes, temperatures, etc.
- 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, parking, & late seaters that may delay the show.)
- Count, record, and deposit donations & concessions cash.
- Stay for the duration of the performance, ensure the house is picked up of cups/napkins/misc. programs utilizing the help of the ushers, and enact proper lock-up procedures.
- Have a presence in the lobby throughout the show, and a working knowledge of Taproot Theatre to be able to answer patron questions and engage in conversation that lends itself to a positive patron experience.

**\*Please note** with both positions: your hours for each shift will vary when they end depending on the length of the show (for House Management) and the end of intermission (for Concessions.)

#### Concessions Bartender:

- Arrive on time and ready to perform the requirements of both Concessions 1 (2 hours before curtain) or Concessions 2 shift (1 hour before curtain)
- C1: Prepare all concessions (make coffee, set out baked goods, pre-batch cocktails if needed, etc.), accurately count the till and set it out for the performance,
- C2: Arrive when the house opens one hour before the show starts, decide roles between the two concessionaires (bartender/cashier)
- Serve concessions (featured cocktails & mocktails, coffee/tea/accoutrements, baked goods, beers, wines, etc.), and process payments, to our guests pre-show and at intermission.
- Process and keep track of the preordering-for-intermission program, prepare the preorders and have them ready on the bar at intermission.
- Maintain cleanliness of concessions spaces: coffee bar, baked good case, kitchen, and organization of the fridge spaces, etc.
- Keep the line moving as quickly as possible while being friendly and welcoming to each patron that approaches the bar.
- Have a working knowledge of the menu offered, and the local businesses who make our products. Be able to make recommendations when asked

- Work together to breakdown coffee station, restock, wash dishes, wipe down counters, and pump wines.
- Complete the concessions report in the FOH slack channel at the end of every shift: Accurately relay the net sales/tips/cash for the evening, complete a brief inventory check & relay what's needed to be ordered now or needs to be watched by the Patron Services Manager, and any patron feedback.
- Ensure the till is accurate and returned, and concessions cash is given to the house manager.
- Report any issues to the Patron Services Manager

**Required Qualifications/Skills:**

- It is preferred that new additions to the team are interested and trained in both Concessions AND House Management and willing to do both roles interchangeably on a shift-to-shift basis.
- Flexibility and quick-on-your-feet to problem solve
- Excellent customer service, attentive to the comfort of the patrons: safety, temperature, accessibility, tidiness. Shows ownership of the role and the space.
- 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. Availability and willingness to be called/texted for any emergency call-outs or illnesses, when needed and able.
- Solid interpersonal communication skills, work well on a team in a fast-paced environment. Able to calmly manage multiple things at once
- Experience with cash handling and sales
- Dependable, prompt, communicative with team and Patron Services Manager.
- 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:**

- Sick time & PTO generation
- Scheduling is semi-flexible, depending on Taproot's production schedule. Normal schedule is (occasional Tuesdays), Wednesday afternoon & evening, Thursday, Friday, and Saturday evenings, and Saturday afternoon. The mainstage schedule is run for 5-6 weeks, dark for 3 weeks. You'll fill out an availability form for each show and the schedule will be given to you three weeks before the next show. Availability can vary depending on the show.
- Generous complimentary ticket policy. Please use your comp tickets, and aim to attend a performance within each opening week

**Equity & Inclusion Statement:** *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. Staff at or above the director level are asked to confirm their Christian faith, and at present, permanent Taproot staff at all levels are invited, but not required, to participate in corporate prayer and many, but not all, self-identify as Christians. Seasonal workers and guest artists may choose not to participate in these customs and represent a diversity of backgrounds and faith traditions.*

**To apply:**

Please send a cover letter and resume to Patron Services Manager RyLeigh Thorne at [ryleight@taproottheatre.org](mailto:ryleight@taproottheatre.org)

Thank you!