



Employment Opportunity

Position: Front of House Supervisor
Location: Santa Barbara, CA
Status: Temporary, Full-time, Non-Exempt
Employment Period: April 1, 2020 – August 9, 2020

Position Description

The Front of House supervisor is responsible for overseeing all Front of House operations before, during, and after each event where patrons and audience members are present. The Front of House supervisor works closely with Ticket Office staff, stage and production staff, and others to ensure successful, polished show flow. This position reports to the audience services & community access manager.

Responsibilities

Front of House

- Responsible for coordinating and overseeing all Front of House operations for every public event during the 2020 Summer Festival, including scheduling front of house managers for every event
- Coordinates with Ticket Office, Back-of-House, and other management to ensure a seamless run of show
- Ensures program book sheets, program books, inserts, and/or sponsor recognition assets are available at each event
- Prepares for emergencies and act as primary contact should an emergency arise
- In close collaboration with the audience services & community access manager, assisting in oversight of the house managers

Customer Service

- Sets the standard for customer service and serves as the primary ambassador for the Music Academy
- Receives, resolves, and follows-through on any questions or customer service issues
- Oversees all lost-and-found

Volunteer Management

- Recruits, engages, schedules, and trains all ushers and volunteers for all events during the 2020 Summer Festival
- Supervises ushers and volunteers, quickly addresses any performance issues in a thoughtful, positive manner
- Delegates tasks to ushers and other support staff; verifies all needs have been met

Candidate Profile

The Music Academy of the West seeks to hire candidates who thrive in a collaborative, highly communicative workplace. Our administration collectively informs and agrees upon the organization's expectations for teamwork, including a positive, goal-oriented environment that positions every employee for success.

The ideal candidate has exceptional people skills and attention to detail, is comfortable and effective leading a team of volunteer ushers, can handle high volumes of people while maintaining outstanding customer service, and is familiar with a performing arts environment. The successful candidate will be accurate, focused, thorough, and perceptive.

Minimum Knowledge, Skills & Abilities

- Education and/or experience equivalent to a bachelor's degree in a related field
- Supervisory experience
- Demonstrated computer skills in email, word processing, and standard office applications
- Demonstrated expert level oral and written communication skills, with the ability to interact effectively with a diverse clientele internally and externally
- Demonstrated ability and experience in providing quality customer service
- Experience in sales, retail, and/or customer-facing roles
- Demonstrated time management and organizational skills with the ability to work quickly, accurately, and maintain records with strict attention to detail
- Ability to set priorities and use initiative organizing and handling a heavy workload
- Demonstrated experience working independently with minimal direction, as well as cooperatively in a team situation
- Skill in making appropriate job decisions following established policies and procedures
- Passion for producing varied events at the highest possible level
- Must be solution oriented

Preferred Knowledge, Skills & Abilities

- Earned Bachelor's degree
- Experience as a Front of House Supervisor in a performing arts organization.
- Knowledge of classical music
- CPR/AED certification

Additional Requirements

Nights and weekends will be required.

Reporting Structure

The Front of House supervisor reports to the audience services & community access manager.

Compensation and Benefits

The Front of House supervisor compensation range is \$14.00-16.00 per hour and is commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits except where required by law. The Front of House supervisor may receive complimentary tickets to various Music Academy events during the Summer Festival.

Application Process

Please email a letter of interest and current resume to hr@musicacademy.org, using a subject header of **Front of House Supervisor**. Position will remain open until filled. No phone calls, please. The Music Academy of the West is an equal opportunity employer. A background screening will be performed as a condition of employment.

Music Academy of the West

The Music Academy of the West is among the nation's preeminent summer schools and festivals for gifted young classically trained musicians. At its ocean-side campus in Santa Barbara, the Academy provides these musicians with the opportunity for advanced study and performance under the guidance of internationally renowned faculty artists, guest conductors, and soloists. Admission to the Academy is strictly merit based, and fellows receive full scholarships (tuition, room, and board). The Music Academy of the West cultivates discerning, appreciative, and adventurous audiences, presenting more than 200 public events annually. For more information, visit musicacademy.org