



Employment Opportunity

Position: House Manager (2 positions available)
Location: Santa Barbara, CA
Status: Seasonal, Part-time, Non-exempt
Employment Period: June 8 through August 8, 2020

Position Description

House managers are responsible for overseeing all Front of House operations before, during, and after each event where patrons and audience members are present. House managers work closely with Ticket Office staff, stage and production staff, and others to ensure a successful and polished show flow. These positions report to the audience services & community access manager.

Responsibilities

- Coordinate and oversee all Front of House operations before and during events where there are patrons present
- Supervise ushers and other support staff and coordinate with Ticket Office, Back-of-House, and other management to ensure a seamless run of show
- Ensure program book sheets, program books, inserts, and/or sponsor recognition assets are available at each event
- Prepare for emergencies and act as primary contact should an emergency arise
- Set the standard for customer service and serve as ambassador for the Music Academy
- Receive, resolve, and follow-through on any questions or customer service issues
- Handle all lost-and-found

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 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

- 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
- 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
- Experience in sales, retail, and/or customer-facing roles
- Must be solution oriented

Preferred Knowledge, Skills & Abilities

- Experience as a house manager in a performing arts organization
- Knowledge of classical music
- CPR/AED certification

Additional Requirements

Nights and weekends will be required.

Reporting Structure

House managers report to the audience services & community access manager.

Compensation and Benefits

The house manager compensation range is \$13.00-15.00 per hour and is commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits except where required by law. House managers 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 **MAW House Manager**. 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