



Employment Opportunity

Position: Ticket Office Associate (3 positions available)
Location: Santa Barbara, CA
Status: Seasonal, Part-time, Non-exempt
Employment Period: April 1 through August 8, 2020

Position Description

The Ticket Office associate is responsible for selling and processing ticket orders, providing excellent customer service, and maintaining efficient Ticket Office operations.

Responsibilities

- Process single ticket and subscription orders, providing individual attention to patrons to ensure they have the tickets they want
- Process and report return ticket donations
- Obtain correct and complete patron information for all transactions
- Set the standard for attentive, courteous, and sincere customer service – both for external and internal clients
- Maintain professional, polite, and positive presentation at all times
- Keep an orderly and professional environment/workstation in which to greet the public and conduct business
- Ensure that posters and brochures describing upcoming events are current, on display, and readily available to patrons

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 is extremely professional, provides exceptional customer service, and is comfortable working with the public. The successful candidate will be accurate, focused, thorough, and perceptive.

Minimum Qualifications

- Excellent telephone etiquette
- Demonstrated ability and experience in providing quality customer service
- Experience in sales, retail, and/or customer-facing roles
- 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 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 in organizing and handling a heavy workload
- Demonstrated experience working independently with minimal direction, as well as cooperatively in a team situation

Preferred Qualifications

- Experience working in a performing arts ticket office
- Knowledge of classical music

Additional Requirements

Some evenings and weekends will be required.

Reporting Structure

Ticket office associates report to the audience services & community access manager.

Compensation and Benefits

The ticket office associate compensation range is \$13.00-14.00 per hour and is commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits except where required by law. Ticket office associates 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 Ticket Office Associate**. Positions 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