



Position Description

Position Title:	Advancement & Guest Services Associate
Department:	Advancement
Location:	Santa Barbara, CA
Status:	Seasonal, Full-Time, Non-Exempt
Employment Period:	Monday, June 3 through Monday, August 5, 2024

Position Description

The Advancement and Guest Services Associate is responsible for supporting the Advancement and Guest Services teams. They will assist with executing donor benefits, fundraising and stewardship events, and other administrative and front office support. This is an excellent opportunity to gain hands-on fundraising and customer service experience working closely with donors, ticket patrons, teaching artists, fellows, and Academy administration. This position reports to the Annual Giving and Donor Relations Manager.

Position Responsibilities

- Supports fundraising events and special stewardship events with event logistics, communications, taking RSVPs, coordinating with the Events Manager
- Accepts and confirms reservations for picnic locations for Picnic Concerts and other nights, as requested; work with facilities team to ensure proper table locations and signage
- Works with the facilities team to place parking placards for all donors requiring event parking
- Coordinates fellow and scholarship donor introductions and meeting arrangements
- Assists the Advancement team and Manager of Guest Services with administrative support, as needed
- Works with the ticket office to facilitate donor requests for single ticket purchases and returned tickets as needed
- Facilitates the fellow / donor scholarship thank you process
- Welcomes visitors to the Music Academy campus and provides excellent customer service from the front office in person and via phone
- Proactively learns about programs and activities to answer visitors' questions
- Reviews master calendar daily to understand activities on campus
- Maintains professional, polite, and positive attitude
- Other duties as assigned

Candidate Profile

The Music Academy values colleagues with diverse perspectives 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 will demonstrate some, if not all, of the following:

- Interest in a career in arts administration and/or arts fundraising
- Experience or desire to learn more about event planning, customer-facing or hospitality roles
- Excellent organizational, interpersonal, and communications skills
- Strong problem-solving skills
- Positive and professional demeanor
- Ability to work on a team and adapt to changing work priorities
- Strong ability to multi-task
- Experience working in Microsoft Office Suite
- Knowledge of classical music a plus

Additional Requirements

- Some nights and weekends

Compensation and Benefits

This is a seasonal, non-exempt, part-time position. Compensation is \$18 per hour, commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits unless required by law. Lunch is provided on the Miraflores campus Monday-Friday during the Summer Festival. Complimentary tickets are offered when available.

The Music Academy is an equal opportunity employer. We aim to create a diverse and inclusive work environment and we value each employee's unique experiences and perspectives.

About the Music Academy:

Located in Santa Barbara, the Music Academy creates a space where exceptional talent can thrive by encouraging artists to stretch, experiment, improvise, and play. The Music Academy provides artists with the tools they need to become not just great musicians but great leaders. The Music Academy's programs are: the annual eight-week Summer School & Festival which trains up to 140 fellows ages 18-34 and presents more than 120 performances and events, competitions, and a fully staged opera; *Sing!*, a children's choir free of charge for all participants that performs with local, national, and international partners; the MAX (Music Academy Exchange) partnership with international orchestras; the Innovation Institute's Alumni Enterprise Awards; and the Mariposa Series of concerts by Academy-affiliated artists.

For more information, please visit musicacademy.org.