



Position Description

Position Title:	Front of House Supervisor
Department:	Marketing and Communications
Location:	Santa Barbara, CA
Status:	Seasonal, Full-Time, Non-Exempt
Employment Period:	Part-Time hours starting May 1, remote and in-person Full-Time Monday, June 3 through Monday, August 5, 2024

Position Summary

The Front of House Supervisor is responsible for overseeing all Front of House operations before, during, and after each public event. The Front of House Supervisor works closely with Ticket Office staff, production staff, and others to ensure successful, polished event flow. This position reports to the Director of Guest Services. This is an excellent opportunity to gain hands-on experience in front of house theater management and guest services.

Position Responsibilities

Front of House

- Responsible for coordinating and overseeing all Front of House operations for every public event during the Summer Festival, including scheduling the House Manager
- Coordinates with Back of House staff to ensure all aspects of the performance are running smoothly, including audience ingress and egress
- Ensures program book sheets, program books, inserts, and sponsor recognition assets are available at each event
- Prepares for unexpected occurrences and serves as primary contact in case of emergency

Customer Service

- Sets the standard for customer service and serves as the primary ambassador for the Music Academy at events
- Receives and resolves any questions or customer service issues
- Handles lost-and-found items

Volunteer Management

- Recruits, engages, schedules, and trains volunteer ushers for events
- Supervises volunteer ushers and quickly addresses any performance issues in a thoughtful, positive manner
- Delegates tasks to ushers and other support staff

- Verifies patron needs have been met

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:

- Passion for producing varied events at the highest level
- Experience in sales, retail, and/or customer-facing roles preferred
- Excellent organizational, interpersonal, supervisory, and communications skills
- Strong problem-solving skills
- Positive and professional demeanor
- Experience managing other staff
- Ability to work on a team and adapt to changing work priorities
- Computer proficiency and ability to learn new programs quickly
- Knowledge of classical music a plus
- Bachelor's degree (or degree in progress) in Music, Marketing, Communications, or related field

Additional Requirements

- Daytime availability
- Nights and weekends are required
- Occasional travel between Music Academy's Miraflores campus and off-site venues

Compensation and Benefits

This is a seasonal, non-exempt, full-time position. Compensation is \$22-\$24 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. Complimentary tickets are offered when available.

Application Process

Please email a letter of interest and current resume to hr@musicacademy.org, using the subject header **Front of House Supervisor**. PDF format only. No phone calls, please. A background screening will be performed as a condition of employment.

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.

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.