



Position Description

Position Title:	House Manager
Department:	Marketing and Communications
Location:	Santa Barbara, CA
Status:	Seasonal, Part-Time, Non-Exempt
Employment Period:	Part-Time Monday, June 3 through Monday, August 5, 2024

Position Summary

The House Manager oversees Front of House operations for events occurring at the Music Academy, working closely with other staff to ensure successful, polished event flow. This position reports to the Director of Guest Services and works under the direction of the Front of House Supervisor. This is an excellent opportunity to gain hands-on experience in front of house theater management and patron services.

Position Responsibilities

House Management

- Responsible for coordinating and overseeing all Front of House operations during a performance
- Coordinates with Back of House and Ticket Office 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
- Supervises volunteer ushers and quickly addresses any performance issues in a thoughtful, positive manner

Customer Service

- Sets the standard for attentive, courteous, and sincere customer service – both for internal and external clients
- Maintains professional, polite, and positive presentation at all times
- Receives and resolves any questions or customer service issues
- Handles lost-and-found items

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:

- Excellent organizational, interpersonal, and communications skills
- Experience in sales, retail, and/or customer-facing roles
- Strong problem-solving skills
- Positive and professional demeanor
- Ability to work on a team and adapt to changing work priorities
- Appreciation for classical music

Additional Requirements

- Daytime availability
- Some nights and weekends
- Occasional travel between Music Academy's Miraflores campus and off-site venues

Compensation and Benefits

This is a seasonal, non-exempt, part-time position. Compensation is \$18-20 per hour, commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits unless required by law. Lunch at Miraflores Campus (Monday-Friday) is included during the Summer Festival. 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 **House Manager**. 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.

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.