



## Position Description

<b>Position Title:</b>	Ticket Office Associate (up to 3 positions available)
<b>Department:</b>	Marketing and Communications
<b>Location:</b>	Santa Barbara, CA
<b>Status:</b>	Seasonal, Part-Time, Non-Exempt
<b>Employment Period:</b>	Part-Time Monday, June 3 through Monday, August 5, 2024 Opportunity for additional part-time work beginning as early as Monday, April 1, 2024

## Position Description

The Ticket Office Associate is responsible for ticketing operations for Music Academy events. This is an excellent opportunity to gain hands-on customer service experience working closely with Academy administration and patrons. This position reports to the Director of Guest Services under the supervision of the Ticket Office Manager.

## Position Responsibilities

- Processes single ticket and subscription orders, providing individual attention to patrons to ensure they have the correct tickets
- Administers and reports return ticket donations
- Obtains correct and complete patron information for all transactions
- Keeps an orderly and professional environment for welcoming the public and conducting business
- Ensures that posters and brochures describing upcoming events are current, on display, and readily available to patrons
- Sets the standard for attentive, courteous, and sincere customer service for internal and external constituents
- Maintains professional, polite, and positive presentation at all times
- Receives and resolves questions or customer service issues
- 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.

Responsibilities will be assigned based on the strengths and experience of the selected candidates.

The ideal candidate will demonstrate some, if not all, of the following:

- Experience in sales, retail, and/or customer-facing 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
- Computer proficiency and ability to learn new programs quickly, knowledge in ticketing software is a plus
- Knowledge of classical music a plus
- Bachelor's degree (or degree in progress) in Music, Marketing, Communications, or related field

### **Additional Requirements**

- Daytime availability during 9 am – 5 pm required
- Ability to work nights and weekends when needed
- 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 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](mailto:hr@musicacademy.org), using the subject header **Ticket Office Associate**. PDF format only. No phone calls, please. A background screening will be performed as a condition of employment.

The Music Academy of the West is an equal opportunity employer. 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](https://musicacademy.org).