



Position Description

Position Title:	Ticket Office Manager
Department:	Marketing and Communications
Location:	Santa Barbara, CA
Status:	Seasonal, Non-Exempt
Employment Period:	Part-Time Thursday, February 1 through Friday, June 1, 2024 Full-Time Monday, June 3 through Monday, August 5, 2024

Position Summary

The Ticket Office Manager is responsible for selling and processing ticket orders, giving excellent customer service, maintaining efficient Ticket Office operations, and providing oversight to Ticket Office Associates. This is an excellent opportunity to manage the customer service experience for internal and external constituents. This position reports to the Director of Guest Services.

Position Responsibilities

- Works with Director of Guest Services to ensure Spektrix ticketing system is prepared for Summer Festival
- Processes single ticket and subscription orders, providing individual attention to patrons to ensure they have the correct tickets
- Serves as proxy to the Director of Guest Services when necessary
- Administers and reports return ticket donations
- Obtains correct and complete patron information for all transactions
- Sets the standard for attentive, courteous, and sincere customer service for external and internal constituents
- 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
- Communicates ADA needs to the House Manager on duty
- Assists with oversight and training of the Ticket Office Associates
- Manages Ticket Office Associate work schedules
- 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:

- Experience in sales, retail, and/or customer-facing roles
- Excellent organizational, interpersonal, and communications skills

- Strong problem-solving skills
- Positive and professional demeanor
- Experience managing other staff members
- Ability to work on a team and adapt to changing work priorities
- Computer proficiency and ability to learn new programs quickly; knowledge of Spektrix or other ticketing software is a plus
- Experience in front of house operations in a performing arts setting a plus
- Knowledge of classical music is a plus
- Bachelor's degree (or degree in progress) in Music, Marketing, Communications, or related field

Additional Requirements

- Daytime availability between 9 am – 5 pm required
- Ability to work nights and weekends required
- Occasional travel between Music Academy's Miraflores campus and off-site venues

Compensation and Benefits

This is a seasonal, non-exempt 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 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 **Ticket Office 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.