



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 15, remote and in-person Full-Time Wednesday, June 7 through Monday, August 7

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 patron 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
- 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 ushers and volunteers for events
- Supervises ushers and volunteers 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
- 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

- Some nights and weekends
- Occasional travel between Music Academy's Miraflores campus and off-site venues
- All administration, teaching artists, and fellows on campus must provide proof of COVID vaccination

Compensation and Benefits

This is a seasonal, non-exempt, full-time position. Compensation is \$20-\$22 per hour, commensurate with skills and experience. Seasonal employees are not eligible for Music Academy benefits unless required by law. Housing and meals are included during the summer residency for those not based in the Santa Barbara area. Lunch is provided on the Miraflores campus Monday-Friday for those not on the residential meal plan. 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. We give artists the tools they need to become not just great musicians but great leaders. With the sun shining brightly on possibility and potential, we unleash the

creators who will reimagine the future of classical music. We catalyze the change that will propel classically trained musicians boldly forward.

The Music Academy's year round programs are: an annual Summer Festival for 136 fellows with more than 120 performances and events, Solo Piano, Duo, Fast Pitch, and Marilyn Horne Song Competitions; the Keston MAX partnership with the London Symphony Orchestra; the Innovation Institute's Alumni Enterprise Awards; a new Mariposa Series of concerts by Academy-affiliated artists, and *Sing!*, a children's choir free of charge for all participants that performs with local, national, and international partners.

For more information, visit musicacademy.org.