



## Position Description

<b>Position Title:</b>	Guest Services Associate
<b>Department:</b>	Marketing & Communications
<b>Location:</b>	Santa Barbara, CA
<b>Status:</b>	Seasonal, Full-Time, Non-Exempt
<b>Employment Period:</b>	Full-Time Wednesday, June 7 through Friday, August 4

### Position Summary

This vital position serves as the first stop for Academy visitors, program participants, and dynamic administration. This is a great opportunity for someone who has a passion for connecting with people of all ages – from children to seniors – and who has an optimistic and joyful approach to helping people navigate their Academy experience. They should exude generosity, courteousness, warmth, and friendliness. A passion for music and our musicians is a plus! This position reports to the Director of Guest Services.

### Position Responsibilities

- Welcome visitors to the Music Academy campus and provide excellent customer service
- Inform visitors about daily programs and provide directions to correct buildings for events
- Answer phones and direct questions to appropriate staff or departments
- Proactively learn about programs and activities to prepare for answering the public's questions as a Music Academy ambassador
- Review master calendar daily to understand activities on campus
- Troubleshoot standard office equipment as needed
- Assist the Manager of Guest Services with general administrative and operational tasks
- 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:

- A passion for customer service and excellent social skills
- An interest in music or other performing arts
- An eye for detail and a knack for problem-solving
- Positive and professional demeanor
- Ability to work on a team and adapt to changing work priorities
- Computer proficiency & ability to learn new programs quickly

### **Compensation and Benefits**

This is a seasonal, non-exempt, full-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. 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](mailto:hr@musicacademy.org), using the subject header **Guest Services Associate**. 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](http://musicacademy.org).