



## Position Description

<b>Position Title:</b>	House Manager
<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 Wednesday, June 7 through Friday, August 4

### 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. This is an excellent opportunity to gain hands-on experience in front of house theater management and patron services.

### Position Responsibilities

#### House Management

- 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 ushers and volunteers 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

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**

- Some nights and weekends
- 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, 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 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](mailto: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. 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)