



Position Description

Title: Manager of Student Services
Department: Student Services
Location: Santa Barbara, CA
Status: Full-time, Non-Exempt

Position Summary

The Music Academy seeks a Manager of Student Services (MSS) who is positive, forward-thinking, empathetic and is a logistical dynamo. The Music Academy provides a transformative summer training experience for 140 exceptional musicians (fellows), ages 18-34, which encourages artistry, innovation, and community. This pivotal role facilitates the fellow experience throughout the recruitment, application, audition, and admission processes. The MSS helps promote a supportive culture that enriches the off-stage experience through residence life support and programming, with an emphasis on wellness. The MSS reports to the Dean and supervises the summer Residential Life team.

Position Responsibilities

Fellow Recruitment, Application & Enrollment

- Facilitate a recruitment process that attracts a diverse pool of approximately 2,000 worldwide applicants to the annual Summer Festival
- Oversee recruitment and admissions marketing materials
- Oversee audition process, schedule, venues, and personnel
- Manage recruitment database in Raiser's Edge
- Manage online application and enrollment platform
- Travel to select cities to administer auditions

Residential Life & Festival Experience

- Foster an inclusive and supportive environment where everyone feels like they belong

- Support our unique “Live Well, Perform Well” brand, focusing on principles and practices that support and sustain musicians’ careers
- Coordinate the fellow residential experience related to travel, housing, registration, orientation, and health and wellness services
- Manage the Residence Life staff including onboarding, leading weekly team meetings, and overseeing extracurricular programming
- Coordinate Festival bus schedule and other transportation support services
- Manage dining service meal counts and meal schedules
- Coordinate Festival forums and lectures
- Communicate important fellow notifications and announcements
- Administer online Fellow Portal and other Student Services materials and surveys
- Issue certificates of completion for each enrolled fellow
- Collaborate with other Academy departments on artistic programming, Innovation, marketing, and fundraising efforts

Compeer & Alumni Programs

- Serve as a liaison for the Compeer Program – our defining program which unites local community members with Academy fellows in meaningful friendships
- Participate in the Compeer recruitment and assignment process
- Facilitate Alumni Program initiatives under the leadership of the Dean including alumni career tracking, outreach, website and social media

Additional projects as assigned by the Dean

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 classical music, musicians, or the performing arts a plus
- Excellent organizational, communication, and event planning skills
- Experience in managing a variety of projects
- Strong social and interpersonal skills
- The ability to excel in a collaborative team environment
- A desire to work directly with musicians at the post-secondary level
- Education and/or experience equivalent to a bachelor’s degree in a related field

Benefits and Compensation

This is a full-time, non-exempt position. Compensation is \$25-30 hourly, commensurate with skills and experience. Music Academy provides a comprehensive benefit package for full-time employees, which includes health and dental coverage, life insurance, paid vacation and sick leave and a 403(b) plan.

Candidates should anticipate both national and international travel as the position requires.

Application Process

Please email a letter of interest and current resume to hr@musicacademy.org, using the subject header **Manager of Student Services**. PDF format only. No phone calls, please.

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.