



Position Description

Position Title:	Ticket Office Associate (up to 3 positions available)
Department:	Marketing and Communications
Location:	Santa Barbara, CA
Status:	Seasonal, Part-Time, Non-Exempt
Employment Period:	Part-Time Monday, June 2 through Monday, August 11, 2025 Opportunity for additional part-time work beginning as early as Tuesday, April 1, 2025

Position Description

The Ticket Office Associate is responsible for selling and processing ticket orders and providing excellent customer service. This is an excellent opportunity to gain hands-on customer service experience working closely with Academy administration and patrons. This position reports to the Director of Guest Services and is under the supervision of the Ticket Office Manager and Ticket Office Assistant Manager

Position Responsibilities

Ticketing

- Process single ticket and subscription orders, providing individual attention to patrons to ensure they have the correct tickets
- Administer and report return ticket donations
- Obtain correct and complete patron information for all transactions
- Other duties as assigned

Customer Service

- Set the standard for attentive, courteous, and sincere customer service for external and internal constituents
- Keep an orderly and professional environment for welcoming the public and conducting business
- Ensure that posters and brochures describing upcoming events are current, on display, and readily available to patrons
- Receive and resolve any questions or customer service issues and escalates to the Ticket Office Manager or Assistant Manager when necessary

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.

Responsibilities will be assigned based on the strengths and experience of the selected candidates.

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
- Ability to work on a team and adapt to changing work priorities
- Computer proficiency and ability to learn new programs quickly, knowledge in ticketing software is a plus
- Knowledge of classical music a plus
- Bachelor's degree (or degree in progress) in Music, Marketing, Communications, or related field
- Local candidate preferred

Additional Requirements

- Daytime availability during 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, 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 is provided on the Miraflores campus Monday-Friday. 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 Associate**. PDF format only. No phone calls, please. A background screening will be performed as a condition of employment.

The Music Academy of the West is an equal opportunity employer. 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.

Our MISSION

The mission of the Music Academy of the West is to provide classically trained musicians and diverse audiences with transformative educational and performance experiences. We support musicians to expand their talents, inspire each other, and pursue artistic innovation.

About the Music Academy of the West

Located in Santa Barbara, the Music Academy of the West creates a space where exceptional talent can thrive by encouraging artists to stretch, experiment, improvise, and play. The Academy provides classically trained musicians and diverse audiences with transformative educational and performance experiences. The Music Academy's programs include an annual eight-week Summer School & Music Festival (June 15 through August 9, 2025) which trains up to 150 fellows ages 18-34 and presents more than 130 performances and events, competitions, and a fully staged opera; *Sing!*, a children's choir that performs with local, national, and international partners; the innovative Alumni Enterprise Awards; and Mariposa Concert Series.

For more information, please visit musicacademy.org.