



Position Description

Position Title:	Ticket Office Manager
Department:	Marketing and Communications
Location:	Santa Barbara, CA
Status:	Seasonal, Non-Exempt
Employment Period:	<u>Part Time Monday, February 3 through Friday, June 6, 2025</u> Full-Time Monday, June 9 through Monday, August 11, 2025

Position Summary

The Ticket Office Manager is responsible for selling and processing ticket orders, giving excellent customer service, maintaining efficient Ticket Office operations, and providing oversight to the Ticket Office Assistant Manager and Ticket Office Associates. This is an excellent opportunity to manage the customer service experience for internal and external constituents. This position reports to the Director of Guest Services.

Position Responsibilities

Ticketing

- Work with Director of Guest Services to ensure Spektrix ticketing system is prepared for Summer Festival ticket on-sale dates
- 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
- Communicate ADA needs to the House Manager on duty
- Serve as proxy to the Director of Guest Services when necessary
- 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

Staff Management

- Assist with oversight and training of the Ticket Office Assistant Manager and Ticket Office Associates

- Manage Ticket Office Assistant Manager and Ticket Office Associate work schedules
- 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:

- Experience in sales, retail, and/or customer-facing roles
- Excellent organizational, interpersonal, and communications skills
- Strong problem-solving skills
- Positive and professional demeanor
- Experience managing other staff members
- Ability to work on a team and adapt to changing work priorities
- Computer proficiency and ability to learn new programs quickly; knowledge of Spektrix or other ticketing software is a plus
- Experience in front of house operations in a performing arts setting a plus
- Knowledge of classical music is a plus
- Bachelor's degree (or degree in progress) in Music, Marketing, Communications, or related field
- Previous experience in similar role preferred
- Local candidate preferred

Additional Requirements

- Daytime availability between 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 position. Compensation is \$22-25 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, using the subject header **Ticket Office 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.

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.