



SPOLETO FESTIVAL USA

14 George Street, Charleston, SC 29401-1524
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About Spoleto Festival USA:

For 17 days and nights each spring, Spoleto Festival USA fills Charleston, South Carolina's historic theaters, churches, and outdoor spaces with performances by renowned artists as well as emerging performers in opera; theater; dance; and chamber, symphonic, choral, and jazz music. Now approaching its 42nd season, Spoleto Festival USA is internationally recognized as America's premier performing arts festival.

Job Title: Box Office Associate

Job Description: The Box Office Associate acts as a representative of the Festival, providing customer support, handling ticket sales, and assisting with box office operations. The Box Office Associate is a part-time seasonal position and a key part of the festival team supporting the period leading up to and during the annual summer festival (May 25th – June 10th, 2018).

Anticipated Start Date: Mid-December 2017

PRIMARY DUTIES & RESPONSIBILITIES

- Utilize Tessitura ticketing system to sell tickets to the general public in our call center.
- Learn current year's festival content and continually develop that knowledge in months leading up to the Festival.
- Handle in-person sales beginning May 2018 when the box office kiosk opens.
- During the Festival, work on-site at performances, maintaining effective communication with on-site house management and all front-of-house staff.

WHAT WE EXPECT FROM YOU

- Ability to communicate with a wide range of people compassionately and effectively (e.g. customers, board members, artists, and patrons.)
- Past experience working with customers in an upscale, high-volume retail or service industry.
- Understanding of non-profit business environment.
- Must be willing to make a full season employment commitment to Spoleto Festival USA (December-June). Position involves some weekend and evening hours prior to May 14th.
- Full time availability (Sunday-Saturday) required beginning May 14th until June 10th. Involves day and evening hours.
- Be comfortable working in a fast-paced environment and able to adapt to frequent, rapid changes.
- Good IT skills – POS/Database experience preferred.
- Excellent verbal communication skills, attention to detail, and strong creative problem solving skills.
- Strong interest in the arts / hospitality and tourism.

To apply, please submit resume and cover letter to:

Katie Hetrick, Asst. Box Office Manager

Spoleto Festival USA

khetrick@spoletousa.org