

SPOLETO FESTIVAL USA

Box Office Associate

The Box Office Associate acts as a representative of the Festival, interacting directly with the public while handling ticket sales, providing excellent customer service, and assisting with daily box office operations. Box Office Associates play a key role in assisting with training during the Festival's Apprenticeship Program, and take on higher levels of responsibility onsite at venues. The Box Office Associate is a part-time, seasonal position that plays an integral part leading up to, and during, the annual international Festival (May 27 – June 12, 2022).

Duties and Responsibilities

- Learn and utilize Tessitura ticketing system and donor database to sell tickets via phone in our call center
- Become an expert in the current year's Festival content in order to answer customer inquiries and facilitate ticket purchases
- Handle in-person sales beginning May 2022 when the box office kiosk opens in the Charleston Gaillard Center
- Work on-site at performances during the Festival in multiple venues, maintaining effective communication with on-site house management and all front-of-house staff
- Assist with training 20+ interns during our Apprenticeship Program

Qualifications

- Ability to communicate with a wide range of people compassionately and effectively (e.g. customers, board members, artists, patrons, and more).
- Experience working with customers in a high-volume retail, service, or hospitality industry
- Able to comfortably work in a fast-paced environment and able to adapt to frequent, rapid changes
- Excellent verbal communication skills, attention to detail, and strong creative problem-solving skills
- Demonstrate leadership skills and ability to work with others in a professional environment
- Strong IT skills—POS/Database experience preferred
- Must be willing to make a full season employment commitment to Spoleto Festival USA (January – June), including some weekend and evening hours
- Full-time availability (Sunday – Saturday) required beginning May 22 – June 12, including day and evening hours

Anticipated Start Date: Mid-January 2022

Compensation: All seasonal positions with the Festival start at \$15/hour.

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 45th season, Spoleto Festival USA is internationally recognized as America's premier performing arts festival.

To apply

Please submit resume and cover letter to Assistant Box Office Manager Anna Brown at boxoffice@spoletousa.org

Equal Opportunity Employer: Spoleto Festival USA is an equal opportunity employer and committed to diversity in hiring. Equity is central to our culture, mission, and who we are as an arts organization. Spoleto Festival USA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership, parental status, military status, or any other non-merit factor.

COVID Vaccination Requirement: Spoleto Festival USA requires all staff and participants be fully vaccinated against COVID-19 prior to accepting an offer of employment. Applicants acknowledge that they are fully vaccinated and are willing to: provide proof of vaccination upon request, maintain vaccination as recommended by public health authorities, and submit to testing and other health protocols as may be required now or in the future. Continued employment is conditional on these requirements.