



# 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.*

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**Job Title:** Assistant Box Office Manager

**Job Description:** The Assistant Box Office Manager serves as a key leader in the Box Office department, managing day-to-day ticketing operations and providing customer service support. This is a year-round, full-time position with salary, vacation, and benefits.

## **PRIMARY DUTIES & RESPONSIBILITIES**

- Assist with maintaining and monitoring Tessitura ticketing system daily
  - Tessitura serves as the Box Office's Customer Relationship Management software
  - Specific Tessitura responsibilities include: building performances into database, creating price codes, managing price zones and seat holds, updating performance pricing, controlling user access, monitoring daily sales, reporting and reconciliation
- Support the Box Office Manager with overall departmental operations
- Handle customer service issues when necessary
- Hire, train, and supervise box office personnel in the Call Center, in-person sales location, and Festival venues
- Develop and maintain training materials on Box Office policies and procedures
- Manage Group Sales reservations, organize fulfillment and ticket distribution
- Assist in front of house planning including volunteer usher scheduling, training, and communications
- During the Festival, acting as primary Box Office Manager on-site at Festival performances
- Maintain effective communication with on-site house management and all front-of-house staff and volunteers

**QUALIFICATIONS:** Candidate must have strong customer service and conflict resolution skills. Must be a self-starter and be able to motivate others. Past experience working with customers in an upscale, high-volume retail or service industry is required. Must display an ability to problem solve quickly in a fast-paced, dynamic work environment. Candidate should have basic office skills and good IT skills. An interest in the arts and understanding of a non-profit business environment is important. Management experience, cash-handling experience, and knowledge of the Tessitura ticketing system is preferred.

**EDUCATION:** Bachelor's degree preferred or equivalent experience in hospitality, box office/front of house environment, and/or venue management.

**WORK ENVIRONMENT:** The Assistant Box Office Manager will work primarily at the Spoleto office located at 14 George Street, with some travel to venues and locations in the Charleston area. Involves some weekend/evening hours pre-Festival, with weekend/evening hours increasing during the Festival.

**To apply, please submit resume and cover letter to:**

[boxoffice@spoletousa.org](mailto:boxoffice@spoletousa.org)

Subject line: "BO Assistant Manager Position"