

# SPOLETO FESTIVAL USA

## Front of House Coordinator

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The Front of House Coordinator position is within the Box Office Department and supervises Festival House Management and volunteer Usher Corps. The position's primary focus is to manage the Usher Corps, including all onboarding, training, correspondence, and scheduling. The Front of House Coordinator also oversees a team of House Managers and ensures a smooth front-of-house experience for all Festival attendees. This person may be asked to assist with onsite management and Box Office supervision during the Festival. This is a full-time, seasonal position. Due to the nature of the position, primary responsibilities are broken down by Pre-Festival, Festival, and Post-Festival periods.

### Primary Duties and Responsibilities:

#### Pre-Festival (December 2021/January 2022 – May 2022)

- Develop communication timeline and manage all major correspondence with volunteer Usher Corps
- Work in coordination with Production and department heads in developing and executing venue-based COVID safety guidelines
- Schedule and oversee regular meetings with House Management team
- Create and monitor the Festival's Signup Genius account for Usher Corps scheduling
- Utilize Tessitura ticketing system and donor database to regularly update contact information, Usher status, and Usher communications
- Work in conjunction with Production to develop robust emergency action plans (EAPs), venue-based first aid guidelines; and Festival policies for Usher Manual
- Coordinate Usher badge pick-up and the distribution of the Usher Manual
- Schedule and oversee all Usher Corps training
- Serve as support for Box Office Management when needed (associate training, heavy sales periods, special ticketing/Festival events)

#### Festival (May 27 – June 12, 2022)

- Daily management of usher scheduling for all performances, including recording cancellations and acquiring substitutes
- Create daily Usher lists and pre-show and post-show reports for distribution to House Management for all Festival performances.
- Communicate venue, performance, and safety updates daily with House Management, Box Office, and Production
- Review post-show reports and pass along relevant information to Box Office management on a daily basis
- Serve as support for Box Office when needed (apprentice training, heavy sales periods, on-site at various performance venues)
- Oversee stipend distribution to House Management team

#### Post-Festival (June 13 – June 24, 2022)

- Draft Usher Corps acknowledgement letter and complete mass mailing and/or emailing
- Review all post-show reports and record any Usher infractions and/or exemplary mentions
- Edit and distribute annual Usher Corps survey electronically to all active Ushers from the 2022 season
- Review and compile survey results and discuss feedback with Box Office Management.
- Ensure all Usher Corps records are fully updated and can be accessed for next season.

### Qualifications

- Strong communication skills, both verbal and written
- Enjoy working with individuals of all backgrounds, ages, and abilities
- Must be a self-starter and able to take initiative in a fast-paced work environment
- Experience working long hours and ability to remain flexible and patient

- IT/computer skills, including Google Docs, Excel, Microsoft Outlook, Teams, etc.
- Ability to problem solve, make decisions, and work independently when under pressure
- Customer service experience is a must—experience in a leadership position preferred
- Bachelor's Degree or equivalent experience a plus

**Anticipated start date:**

December 2021/January 2022

**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 music. Founded in 1977, this non-profit is internationally recognized as America's premier performing arts festival.

**To Apply:**

Please submit a resume and cover letter to Assistant Box Office Manager Anna Brown at [abrown@spoletousa.org](mailto:abrown@spoletousa.org).

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.