



## Box Office Ticket Agent

Now in its 46th year, Spoleto Festival USA is internationally recognized as America's premier performing arts festival. For 17 days and nights each spring, Spoleto Festival USA fills Charleston's historic theaters, churches, and outdoor spaces with performances in opera; theater; dance; and chamber, symphonic, choral, and jazz music. Spoleto's mission is to present programs of the highest artistic caliber while maintaining a dedication to young artists, a commitment to all forms of the performing arts, a passion for contemporary innovation, and an enthusiasm for providing unique performance opportunities for established artists. Beyond its role as a launching pad for young talent, Spoleto also serves as a catalyst for cultural change and has aided in Charleston's flourishing as a top arts and culture destination. The 2023 Season will take place from May 26 through June 11. Spoleto Festival USA is a 501 (c)(3) charitable organization.

### Job Description

The Box Office Ticket Agent acts as a representative of the Spoleto Festival, interacting via phone and email with the public while handling ticket sales, providing excellent customer service, and assisting with daily box office operations. The Box Office Ticket Agent is a part-time, seasonal position that plays an integral role in department operations. This role has the potential to expand into supervisory responsibilities with evening and weekend hours available at venues throughout the 17 days of the Festival.

**Position Type:** Part-time, seasonal.

**Hours:** 20-32 hours per week; nights and weekends required.

**Location:** Charleston, SC (onsite)

**Department:** Box Office

**Reports to:** Box Office Assistant Manager

### Core Responsibilities

- Learn and utilize Tessitura ticketing system and donor database to sell tickets via phone.
- Implement sales and promotional strategies via phone and email to retain current customers and attract new ticket buyers.
- Become an expert of the Festival program offerings to answer customer inquiries and facilitate ticket purchases.

- Assist with office duties including merchandise order fulfillment, inventory management, and equipment upkeep.
- Remote work opportunities available throughout the season.

### **Potential Additional Responsibilities**

- Supervisory shifts during the Festival on-site at venues, maintaining effective communication with house management and all front-of-house staff (May – June 2023).
- Assist Box Office Management with training 20+ interns during our Apprenticeship Program (May – June 2023).
- Assist with driving Box Office staff and equipment to venues (Vehicle provided. Must be 21+ years of age and possess a valid Driver's License).

### **General Requirements**

- Must be a high school graduate.
- You are highly organized, with a strong attention to detail, and keen to grow expertise within your role.
- Superior customer service skills with experience in a high-volume retail, service, or hospitality industry position.
- Ability to work in a fast-paced environment with potential for frequent, rapid changes.
- Strong leadership skills.
- Must be able to work a variable schedule, including nights and weekends during the Festival.
- Experience with Microsoft Office, including Word, Outlook, Excel, Teams.
- Point-of-Sale, Ticketing Software, or similar experience preferred.
- Ability to pass and maintain a clear background check.

### **Compensation**

Starting pay is \$15.00 per hour. Supervisory shifts may be added at a rate of \$16.00 per hour

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

Spoletto 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. Spoletto 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.