



Front of House Coordinator

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

Spoleto Festival USA seeks a Front of House Coordinator to oversee a corps of 300+ volunteer ushers and a team of House Managers. The Front of House Coordinator is responsible for all onboarding, training, and scheduling for these two groups. The Front of House Coordinator's primary focus will be to ensure a safe and enjoyable performance experience for all Festival attendees.

Position Type: Part-time, year-round, with potential for benefits.

Hours: 22-32 hours per week

Location: Charleston, SC (onsite)

Department: Box Office

Reports to: Box Office Manager and Assistant Manager

Core Responsibilities

- Pre-Festival (December-April)
 - Reengage Usher Corps for upcoming season: create and send usher interest survey, create and manage usher sign ups in Better Impact, and schedule usher trainings.
 - Hire, train, and schedule regular meetings with House Management team.
 - Utilize Tessitura ticketing system 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 the Usher Manual.
 - Consider implementation of additional safety policies such as CPR training.
 - Review and improve ADA procedures and training for House Managers and Ushers.
- Coordinate Usher badge pick-up and the distribution of the Usher Manual.
- Festival (May-June)
 - Daily management of Usher schedule: ensuring proper staffing levels for events, recording cancellations and finding replacements.
 - Create and distribute daily Usher lists, pre-show reports, and post-show reports for all Festival performances.
 - Communicate venue, performance, and safety updates daily with House Management, Box Office, and Production.
 - Review post-show reports and share relevant information with Box Office management.
 - Maintain Usher Manual and communicate all changes and updates to policies.
 - Serve as support for Box Office Management, as needed.
- Post-Festival (June-November)
 - Draft and send Usher Corps acknowledgement letters.
 - Review all post-show reports and record any Usher infractions and/or exemplary mentions.
 - Facilitate annual survey to all active Ushers.
 - Synthesize Post Festival Survey results from Ushers and House Managers as well as Festival Post-Mortem feedback, use this feedback to create a list of goals for next season.
 - Prepare Front of House budget for upcoming season.
 - Devise and implement a strategy to recruit new volunteers.

General Requirements

- Must be a high school graduate, Bachelor's Degree or equivalent experience a plus.
- You are highly organized, with a strong attention to detail, and keen to grow expertise within your role.
- Superior customer service skills with the ability to train staff in exceptional customer service.
- Passionate about people and able to handle staff and visitor challenges with a smile.
- Proven ability to work independently with little direction and changing priorities.
- Must be able to work a variable schedule, including nights and weekends during the Festival.
- Experience with Google Suite and Microsoft Office, including Word, Outlook, Excel, Teams.
- Ability to pass and maintain a clear background check

Compensation

\$18.00–22.00 per hour with potential for benefits. Benefits include health, dental, vision, life insurance, short and long-term disability, vacation and sick leave, paid holidays, and a matching 401(k) plan.

To apply: Please send a resume and cover letter to Anna Brown, Box Office Assistant Manager, at 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. 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.