

SPOLETO — FESTIVAL USA

House Manager

Are you passionate about the arts and looking for an exciting opportunity to be part of a world-renowned performing arts festival? Look no further! Spoleto Festival USA is seeking experienced House Managers to join our team for the 2023 season, running from May 25th to June 12th. This is your chance to be an essential part of the festival experience and contribute to the success of one of America's premier performing arts events.

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, and dance, as well as chamber, symphonic, choral, and jazz music. Now approaching its 45th season, Spoleto Festival USA is internationally recognized as America's premier performing arts festival.

The Role: As a House Manager, you will report to the Front of House Coordinator and be responsible for managing ushers while onsite at the venues.

Key Responsibilities:

- Review documentation provided by Box Office prior to performance
- Direct and supervise usher team at the performance
- Brief usher team on seating policies, intermissions, emergency procedures, and late seating policies
- Assign necessary usher positions
- Ensure patron safety and efficiency during seating and exiting of the theatre
- Assist patrons with accessibility needs
- Communicate with the Box Office and Stage Management for house opening and closing
- Attend to the lobby during the performance and enforce late seating protocol
- Support House Manager apprentices, where applicable
- Transport lost and found items from venues to the main Spoleto office as needed
- Address patron concerns in a cordial and professional manner
- Report venue issues or problems to the appropriate Spoleto department

- Complete Post-Show Performance Reports for review of usher behavior

Requirements:

- Previous experience in front of house management
- Excellent communication and interpersonal skills
- Strong leadership capabilities and teamwork skills
- Flexible schedule, including days, nights, and weekends
- Adaptability to a fast-paced environment and rapid changes
- Creative problem-solving skills

Physical Requirements:

- Ascend and descend stairs
- Remain in a stationary position (standing or sitting) for extended periods
- Lift and move objects up to 20 pounds
- Work in both indoor and outdoor conditions
- Adequate visual and hearing capacity (without aid beyond eyeglasses/contact lenses or hearing aids)

Join Our Team! If you are an enthusiastic, experienced House Manager looking for a unique and rewarding opportunity, we encourage you to apply. Be part of the magic of Spoleto Festival USA and help create unforgettable experiences for festival patrons and artists alike. Don't miss this chance to be a part of the vibrant Spoleto Festival community!