

## Assistant Box Office Manager

Now in its 48<sup>th</sup> 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 2024 Season will take place from May 24 through June 9. Spoleto Festival USA is a 501 (c)(3) charitable organization.

### Job Description

The Assistant Box Office Manager serves as a key leader in the Box Office department, managing day-to-day ticketing operations, providing customer service support, and hiring and training Box Office staff. Additionally, the Assistant Manager oversees The Spoleto Festival Group Sales program, serving as the primary sales contact for all Group Sales clients, and supporting cultivation efforts for new clients throughout the year. During the Festival season (May - June), this role expands into supervisory responsibilities at 8+ Spoleto venues, with evening and weekend hours required.

**Position Type:** Full-time, exempt, and benefit eligible

**Hours:** Full-time; including work nights, holidays, weekends, and extended hours as required; on-call during Festival period

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

**Department:** Public Relations & Marketing (PRMKT)

**Reports to:** Box Office Manager

### Responsibilities

- Support the Box Office Manager with overall box office operations.
- Assist with maintaining and monitoring Tessitura ticketing system daily.
- Specific Tessitura responsibilities include, but are not limited to, building performances; creating price codes; managing price zones and seat holds; updating performance pricing; controlling user access; monitoring daily sales; reporting and reconciliation.
- Manage Group Sales client cultivation, reservations, fulfillment, and ticket distribution.
- Develop and maintain training materials on seasonal programming, Box Office policies and procedures, Tessitura skill building, and audience-facing policies.
- Hire, train, and supervise 4-8 seasonal Box Office Ticket Agents and 18-20 seasonal Box Office Apprentices who will work in the Call Center, at in-person sales locations, and onsite at 8+ Festival venues.
- Assist the Front of House Coordinator with usher and house manager hiring, training, and communication.

- During the Festival Season (May – June): daily scheduling of seasonal Box Office staff; supply inventory and distribution, IT assistance, venue Box Office setup, and acting as primary Box Office Manager on-site at Festival venues.

### **General Requirements**

- Must be a high school graduate. Bachelor's degree preferred or equivalent experience in hospitality, box office/front of house environment, and/or venue management.
- Candidate must have experience in staff management, exceptional leadership capabilities, and strong interpersonal skills with the ability to work independently and as a member of a team.
- Experience with customer service, conflict resolution, and cash-handling is required. Working with customers in an upscale, high-volume retail or service industry environment will be essential.
- Candidate should have moderate IT skills and knowledge of the Tessitura ticketing system is required.
- Must display an ability to problem solve quickly in a fast-paced, dynamic work environment with potential for frequent, rapid changes.
- An interest in the performing arts and understanding of a non-profit business environment is important.
- Aptitude to develop and maintain strong working relationships with both internal and external stakeholders.

### **Additional Requirements:**

- Position is based in Charleston, SC with the possibility of approved periodic hybrid/remote work. On-site presence is required from May 1 throughout the Festival period.
- Flexibility with work schedule, including work nights, holidays, weekends, and extended hours as required; on-call during Festival period. Ability to work long days, nights, and weekends with a positive attitude.
- Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, ascending/descending (platforms and stairs), reaching above the shoulders, lifting of up to 50 lbs., the ability to move between various facilities and venues while carrying materials, and using computer equipment.
- Ability to work in a constant state of alertness and in a safe manner.
- Must possess (or be able to immediately obtain upon hire) and maintain a valid driver's license.
- Must be able to pass and maintain a clear background check.
- Demonstrated commitment to fostering an equitable, accessible, and inclusive environment for Festival staff, artists, audiences, and communities.

### **Compensation:**

Spoletto Festival USA offers a competitive salary and benefits package for qualified candidates. The target salary range for this position is \$40,000-\$45,000. The salary offered will be commensurate with the selected candidate's experience and qualifications. 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 <sup>1</sup>resume and <sup>2</sup>cover letter to [careers@spoletousa.org](mailto:careers@spoletousa.org), indicating the attention of Susan Kelly.

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 an individual's race, color, sex, gender identity, gender expression, genetic information, hairstyles or hair texture, national origin, religion, age, sexual orientation, individuals with disabilities, pregnancy, parental status, marital status, military status, or any other status protected by federal, state or local law. Our greatest strength comes from our ability to come together as unique individuals — come as you are and bring the best version of yourself.