

# SPOLETO — FESTIVAL USA

## Box Office Ticket Agent (Seasonal)

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

Box Office Ticket Agents act as friendly faces and voices engaging with the public via phone and email to ensure smooth ticket sales and provide exceptional customer service, all while contributing to the day-to-day operations of the box office. These part-time, seasonal positions offer flexible hours, including evenings and weekends at various festival venues during our 17-day event, with the potential to provide supervision to other seasonal staff.

**Position Type:** Seasonal, part-time, hourly, and not benefit eligible

**Anticipated Start Date:** Monday, January 8, 2024

**Anticipated End Date:** Sunday, June 9, 2024

**Hours:** 20-32 hours per week, with flexibility for night, holiday, weekend, and extended hours as needed, while ensuring that the monthly total does not exceed 129 hours

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

**Department:** Public Relations & Marketing (PRMKT) – Box Office

**Reports to:** Assistant Box Office Manager

### Responsibilities

- Effectively sell tickets using the Tessitura ticketing system, ensuring accurate and timely transactions.
- Implement sales and promotional strategies via phone and email to retain current customers, attract new ticket buyers, and enhance the customer experience by promoting additional events, performances, or merchandise to generate additional revenue for the organization.
- Become a Festival program expert to effectively disseminate clear and helpful information about performances, schedules, and venue details.
- Deliver outstanding customer service by promptly and courteously handling inquiries, addressing concerns, and assisting individuals with their ticketing requirements, including discrepancies and customer complaints, whether through face-to-face interactions, over the phone, or via email.
- Assist customers in selecting suitable seats based on their preferences and requirements, such as accessibility needs or group seating.
- Assist customers with ticket reservations, exchanges, and refunds following the organization's policies and procedures.
- Assist with office duties including merchandise order fulfillment, inventory management, and equipment upkeep.

### 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).

### Essential Experience and Skills

- High school diploma or equivalent.
- 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 under pressure 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.
- Proficient in Microsoft Office Suite, encompassing Word, Outlook, Excel, and Teams, as well as adept in utilizing type(s) of software.
- Point-of-Sale, Ticketing Software, or similar experience preferred.
- Excellent interpersonal and communication skills with a customer-service-oriented mindset.
- Passionate about people and able to handle challenges with a smile.

### **Special Considerations**

- Position is based in Charleston, SC with the possibility of approved periodic hybrid/remote work. However, on-site presence is required for in-person training and during the Festival period.
- Availability to work nights, holidays, weekends, and extended hours as required. 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 (stairs), reaching above the shoulders, lifting of up to 25 lbs., and be capable of moving/pulling/pushing up to 50 lbs. with assistance if necessary, and using computer equipment.
- Ability to work in a constant state of alertness and in a safe manner.
- Must be able to pass and maintain a clear background check.
- Demonstrated commitment to fostering an equitable, accessible, and inclusive environment for all staff, clients, guests, vendors, and communities.

### **Compensation**

\$16 per hour. 20-32 hours per week, while ensuring that the monthly total does not exceed 129 hours.

### **Perks**

- Complimentary access for seasonal staff + a guest to select performances and events.

**To apply:** Please send a resume and cover letter to [careers@spoletousa.org](mailto:careers@spoletousa.org), with the subject line “Box Office Ticket Agent”.

*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 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.*

*Uncertain if you fulfill every requirement in our job description? Don't let that deter you! If you think you have the potential to shine in this role, we wholeheartedly invite you to apply. At Spoleto Festival USA, we enthusiastically evaluate a wide spectrum of candidates, valuing their diverse workplace backgrounds and experiences. Whether you're entering the world of arts and culture administration, reentering the workforce after a break, contemplating a career shift, or pursuing advancement on your career journey, we're eager to consider you for exciting opportunities within our organization. Your application will be met with appreciation and thorough consideration.*