

SPOLETO — FESTIVAL USA

Event Steward

Now in its 48th 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.

The Venues

The Event Steward roles are situated at two extraordinary venues in Charleston, South Carolina: 14G and Festival Hall. These dynamic and versatile venues offer indoor and outdoor space that can accommodate a wide range of events and occasions. Festival Hall and 14G are managed and operated by Spoleto Festival USA.

Job Description

Venue Stewards at 14G and Festival Hall are vital members of our team, responsible for managing onsite events, providing exceptional service to clients and vendors, and ensuring that our facilities are clean, safe, and ready to host a variety of events. These positions play a crucial role in maintaining the overall success in our goal to become a favorite for all clients, guests, industry professionals, partners, and our community. We're looking for individuals who can ensure the seamless execution of events, prioritize client and guest satisfaction, and maintain top-notch facilities. At Spoleto, nothing is ever "usual" so not only do you have to be willing to roll up your sleeves and get things done, but you have to be willing to have fun doing it.

Position Type: Hourly, non-exempt, and not benefit eligible (Intermittent/As Needed)

Hours: This is an amazing opportunity to essentially choose when you want to work. Hours are not guaranteed, but on average, our event stewards work one to two events a month—it is totally up to you! Most steward shifts occur on nights, holidays, weekends, and require extended hours.

Anticipated Start Date: There is no specific anticipated start date, as we are continually seeking qualified candidates.

Location: Charleston, SC (onsite)

Department: Operations

Reports to: Venue & Sales Manager

Responsibilities

- Collaborate with event organizers, clients, and vendors to ensure flawless event execution.
- Oversee the setup, breakdown, and organization of event spaces according to specifications.
- Open and close the venue as required during shifts.
- Maintain a professional and welcoming demeanor while interacting with clients, guests, and vendors, ensuring excellent customer service at all times.
- Conduct pre-event and post-event inspections to ensure the venue is clean, well-maintained, and ready for use.
- Monitor event activities to ensure compliance with venue policies and safety regulations.
- Address client and vendor concerns promptly and effectively to ensure a positive experience for all stakeholders.
- Collaborate with the venue team and facility vendors to promptly address any maintenance or repair needs.
- Respond quickly in the event of an emergency to help ensure the safety of staff and guests.
- Provide assistance with crowd control, parking management, and other event logistics as required.
- Assist in maintaining an inventory of event supplies and equipment, ensuring availability and functionality.
- Complete venue-related reports, accident and injury reports, event summaries, etc.
- Uphold cleanliness standards by promptly addressing spills, trash removal, and general upkeep of event spaces.
- Maintain constant communication with event teams to ensure timelines, floorplans, and vendor orders are accurate.

Required Qualifications

- High school diploma or equivalent; event management or hospitality experience is a plus.
- Excellent interpersonal and communication skills with a customer-service-oriented mindset.
- Ability to work well under pressure and adapt to changing event dynamics.
- Strong organizational skills and attention to detail to ensure precise event execution.
- Basic knowledge of event setup and audiovisual equipment operation.
- Think clearly to analyze and resolve problems, exercising good judgment.
- Passionate about people and able to handle challenges with a smile.
- Create trust with others. Be known for communicating the right message at the right time.
- Exhibits the skill to work independently, gracefully balancing conflicting priorities, all while consistently meeting deadlines with efficiency.
- Proficient in Microsoft Office Suite, encompassing Word, Outlook, Excel, and Teams, as well as adept in utilizing type(s) of software.

Desired Qualifications:

- Bachelor's degree in Event Management, Hospitality, or a related field.
- Proven experience in event management, venue operations, or a related field.
- Familiarity with the arts and culture sector, and a passion for the creative industry.
- Familiarity with event industry, venue, and theatrical safety protocols and emergency procedures.

Additional Requirements:

- Position is based in Charleston, SC with on-site presence required at the venue.
- Availability to work nights, holidays, weekends, and extended hours as required. Ability to work long days, nights, and weekends with a positive attitude.
- Must be comfortable and able to work in the following conditions: low light or no light environments, catwalks, at height / climbing ladders, confined spaces, standing for long periods of time.
- Will require working in confined spaces, exposure to the elements, low light or no light environments, and loud noise.
- Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, ascending/descending (catwalks, ladders, and stairs), reaching above the shoulders, lifting of up to 50 lbs., and be capable of moving/pulling/pushing up to 100 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:

\$18 an hour. Hourly, non-exempt, and not benefit eligible (Intermittent/As Needed) role.

To apply: Please send a resume and cover letter to careers@spoletousa.org, indicating the attention of Venue & Sales Manager.

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.

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 Spoletto 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.