

SPOLETO — FESTIVAL USA

House Manager (Seasonal)

Now in its 49th 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 2025 Season will take place from May 23 through June 8. Spoleto Festival USA is a 501 (c)(3) charitable organization.

Job Description

House Managers are an integral part of front-of-house operations, ensuring a safe and enjoyable experience for all Festival attendees. Working in teams of two to four, House Managers are responsible for directing and supervising volunteer ushers, delivering exceptional customer service, and serving as the on-site authority during emergencies. They collaborate closely with the Box Office, Stage Management, and Security teams to ensure a smooth flow of traffic and adherence to safety protocols.

This part-time, seasonal position requires flexible hours, including evenings and weekends, at various Festival venues.

Position Type: Seasonal, part-time, hourly, and not benefit eligible (Intermittent/As Needed)

Hours: Expect to work 25-40 hours per week, including nights, holidays, weekends, while ensuring that the monthly total does not exceed 129 hours. The schedule will vary based on festival needs and will be determined with your supervisor.

Anticipated Start Date: Monday, April 1, 2025, with one paid training session occurring March 19, 2025.

Anticipated End Date: Sunday, June 9, 2025

Location: Charleston, SC (onsite)

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

Reports to: Front of House Coordinator

Responsibilities

- Learn and understand venue emergency action plans, seating charts, location of restrooms and exits, accessibility features, and egress pathways.
- Review all documentation provided by the box office prior to performances, such as pre-show performance reports.
- Direct and supervise the usher team at performances by assigning positions, providing training, and reviewing seating policies and emergency procedures to foster a cohesive and informed front-of-house team.
- Ensure all public areas, including lobbies and seating, are prepared and presentable before, during, and after performances.
- Enforce venue policies, including emergency procedures, and ensure compliance with safety regulations to maintain a secure environment for patrons and staff.
- Ensure a smooth and enjoyable experience for patrons, focusing on efficient seating, accessibility assistance, and resolving any inquiries, concerns, or complaints promptly and courteously.
- Act as the primary liaison between the box office, stage management, technical staff, usher team, security, venue staff, and patrons to facilitate house openings and closings, intermissions, performance start times, address seating or ticketing concerns, and resolve issues impacting the audience experience.
- Maintain knowledge of ADA requirements and ensure all patrons have appropriate access to facilities and services, including accessibility assistance.
- Before, during, and after the performance, maintain awareness of audience members as they move within the venue to respond quickly and appropriately to any issues or emergencies that may arise.
- During the performance, tend to the lobby and prevent latecomers from disrupting the performance by enforcing late seating protocols.

- Complete post-show performance reports to document notable events, provide feedback on usher performance, and highlight any areas for improvement.

Required Qualifications

- Previous experience in customer service or front-of-house operations required.
- Strong leadership skills and the ability to manage teams effectively.
- Calm and professional demeanor in high-pressure situations with frequent, rapid changes.
- A strong commitment to service excellence, always approaching challenges with a positive and professional attitude.
- Excellent interpersonal and communication skills with a customer-service-oriented mindset.
- Passionate about people and able to handle challenges with a smile.
- Knowledge of the Americans with Disabilities Act (ADA) and its application in a public setting.

Desired Qualifications

- Supervisory experience preferred.
- Familiarity with Spoleto Festival USA and the Charleston market.

Additional Requirements

- Must be comfortable and able to work in the following conditions: low light or no light environments, standing for long periods of time, exposure to the elements, loud noise.
- Physical requirements include significant focus and visual concentration, frequent communication in various forms, and the need for stooping, kneeling, bending, standing, squatting/crouching, pushing/pulling, ascending/descending (platforms and stairs), reaching above the shoulders, lifting of up to 25 lbs., moving/pulling/pushing up to 50 lbs. with assistance if necessary, working at a desk for long periods, and using computer equipment. Adaptations to accommodate individual needs are available in accordance with the ADA.
- 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 Festival staff, artists, audiences, and communities.
- Flexibility with work schedule, including work nights, holidays, weekends, and extended hours as required. Ability to work long days, nights, and weekends with a positive attitude.
- This position is based in Charleston, SC, and requires on-site presence.

Compensation

\$17 per hour, while ensuring that the monthly total does not exceed 129 hours. A one-time parking stipend of \$120 if driving/parking in downtown Charleston for work shifts.

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, with "House Manager Application" in the subject line. No phone calls, please.

Spoleto 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.