

SPOLETO — FESTIVAL USA

House Manager (Seasonal)

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.

Job Description

Positioned at the heart of front of house operations, House Managers are pivotal in ensuring a safe and enjoyable experience for all Festival patrons. It is the House Manager's responsibility to direct and supervise volunteer ushers, provide exceptional customer service, and to be the on-site authority in the event of an emergency. House Managers work closely with Box Office, Stage Managers, and Security personnel to ensure a safe and efficient flow of traffic throughout the venue space. These part-time, seasonal positions offer flexible hours, including evenings and weekends at various indoor and outdoor festival venues.

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

Anticipated Start Date: Monday, April 1, 2024

Anticipated End Date: Sunday, June 9, 2024

Hours: 25-40 hours per week; including work nights, holidays, weekends, and extended hours as required

Location: Charleston, SC (onsite)

Department: Box Office

Reports to: Front of House Coordinator

Responsibilities

- 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 and reviewing seating policies and emergency procedures.
- Ensure a smooth and enjoyable experience for patrons, focusing on efficient seating, accessibility assistance, and resolution of any issues.
- Act as a key communicator between the Box Office, Stage Management, and the usher team to facilitate house openings and closings and address any seating or ticketing concerns.
- Before, during, and after the performance maintain an awareness of audience members as they move within the venue in order to respond quickly and appropriately to any issue or emergency that may arise.
- During the performance, attend to the lobby and prevent latecomers from disrupting the performance; enforce late seating protocol.
- Complete post-show performance reports to document notable events and provide feedback on usher performance.

Essential Experience and Skills

- Previous experience in customer service and/or front of house required.
- Previous experience in a supervisory role preferred.
- Strong leadership skills.
- Ability to work under pressure in a fast-paced environment with potential for frequent, rapid changes.
- 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).

Special Considerations

- Position is based in Charleston, SC.
- Availability to work a flexible schedule, including nights, holidays, and weekends.
- Physical requirements include standing for long periods of time, 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.
- 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

\$17 per hour. Hourly, non-exempt, and not benefit eligible (Intermittent/As Needed) role. A one-time parking stipend of \$120 if driving/parking downtown.

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 the subject line "House Manager". No phone calls please.

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.