

SPOLETO — FESTIVAL USA

Front of House Coordinator (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

The **Front of House Coordinator** is an integral part of the Box Office team, ensuring a welcoming, safe, and memorable experience for all Festival attendees. This position is responsible for recruiting, training, and supervising a diverse team of House Managers and over 250 volunteer ushers. The coordinator also manages daily front of house operations, including scheduling and communication, to ensure smooth and professional interactions between staff, volunteers, and patrons.

A successful candidate will bring a proactive, detail-oriented, and solution-focused approach to this role. They will possess strong communication skills, allowing them to foster a collaborative and respectful environment within their team. The ideal candidate will be highly organized and demonstrate a keen ability to manage multiple tasks and priorities efficiently. They will approach challenges with professionalism, maintaining a positive and supportive attitude even in high-pressure situations. Their leadership will be grounded in empathy and enthusiasm, ensuring that staff, volunteers, and festival attendees feel welcomed, valued, and supported at all times.

Position Type: Seasonal, exempt, and limited benefit eligible

Hours: Expect to work 30-40+ hours per week, including nights, holidays, weekends, and extended hours as required, with on-call responsibilities during the Festival. The schedule will vary based on festival needs and will be determined with your supervisor.

Anticipated Start Date: December 2, 2024

Anticipated End Date: June 29, 2025

Location: Charleston, SC (onsite)

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

Reports to: Box Office Manager

Responsibilities

Pre-Festival (December 2 – May 18)

- Lead the recruitment, hiring, and onboarding processes for House Managers and over 250 volunteer ushers, ensuring all staff are equipped to deliver an excellent front-of-house experience.
- Plan and conduct training sessions for House Managers and ushers on Festival policies, customer service, safety procedures, emergency response, and accessibility.
- Oversee the management of the Festival's Better Impact platform, ensuring accurate and timely updates of volunteer information and schedules for the 2025 season.
- Regularly use Tessitura CRM to update contact details, track usher status, log communication notes, and ensure volunteer constituent records are accurate and up to date.

- Update and maintain all relevant front-of-house documentation, including the House Manager Manual, Usher Manual, Pre- and Post-Show Reports, and Emergency Action Plans, ensuring all documents reflect current policies and practices.
- Assist with front desk staffing and administrative duties at Spoleto Headquarters as needed, greeting visitors, answering inquiries, managing mail, and handling deliveries.

Festival Period (May 19 – June 8)

- Oversee daily scheduling for both usher and house management teams, ensuring all performances are adequately staffed and adjusting schedules as needed to address last-minute changes.
- Generate and distribute daily usher lists, pre-show and post-show reports, and ensure seamless communication between staff and volunteers regarding performance updates, safety protocols, and operational changes.
- Continue to manage the Better Impact system to monitor volunteer attendance and update schedules, while using Tessitura to track any issues or updates regarding volunteer or patron interactions.
- Maintain and distribute updates to the House Manager and Usher Manuals, ensuring all staff adhere to Festival policies and procedures.
- Serve as a key support for Box Office management, stepping in to address any front-of-house challenges, troubleshooting issues, and providing leadership during high-pressure moments.

Post-Festival (June 9 – June 29)

- Review all post-show reports to evaluate the performance of House Managers and volunteer ushers, logging any infractions and commendations in Tessitura and Better Impact for future reference.
- Collaborate with the Marketing team to draft and distribute thank you letters to volunteers, expressing gratitude for their service during the Festival.
- Compile end-of-season documentation, update House Manager and Usher Manuals, emergency action plans, and other key front-of-house materials to reflect lessons learned. Ensure that volunteer lists are updated and ready for use in the next season, and draft reports summarizing best practices and timelines for the next Festival cycle.
- Continue to provide front desk staffing and administrative support as needed during the post-Festival period, ensuring a smooth wrap-up of all office operations.

Required Qualifications

- Minimum of a high school diploma; a bachelor's degree or equivalent experience is preferred.
- Passionate about people with a proven track record of leading and supporting a diverse team. Experience managing large teams, customer service, and working with volunteers or part-time staff.
- Strong interpersonal and communication skills, with the ability to synthesize complex information across departments, while remaining composed and professional in high-pressure situations.
- A strong commitment to service excellence, always approaching challenges with a positive and professional attitude.
- High level of independence, initiative, and ability to manage varying priorities with minimal supervision.
- Strong organizational skills with a keen eye for detail and the ability to manage multiple tasks effectively.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, Teams) and other relevant software.
- Knowledge of the Americans with Disabilities Act (ADA) and its application in a public setting.

Desired Qualifications

- Familiarity with Spoleto Festival USA and the Charleston market.
- Experience mentoring and training a diverse group of volunteers, entry-level or apprentice staff, including college-age students.
- Familiarity with Tessitura or other CRM systems and experience managing volunteer databases (such as Better Impact).
- Previous experience in a performing arts or festival environment, particularly in front-of-house operations.

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 on screens, frequent communication in various forms, and the need for stooping, kneeling, bending, standing, squatting/crouching, pushing/pulling, ascending/descending (catwalks, ladders, 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 possess (or be able to immediately obtain upon hire) and maintain a valid driver's license. Must be able to drive a Festival-provided vehicle and have access to reliable personal transportation.
- 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; on-call during Festival period. Ability to work long days, nights, and weekends with a positive attitude.
- This position is based in Charleston, SC, and requires on-site presence. Remote or hybrid work may be possible with prior approval from the supervisor.

Compensation

\$700 per week.

Limited Benefits Eligibility

This role is not eligible for paid time off or standard health, life, vision, and dental insurance. However, they may qualify for the 401(k) Retirement Plan with Employer Match if eligibility criteria are met and can take advantage of planned office holidays and closures.

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 "Front of House Coordinator Application" in the subject line. 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. 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.