

SPOLETO — FESTIVAL USA

Box Office Ticket Agent & Donor Services Assistant (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

Spoleto Festival USA is seeking a **Box Office Ticket Agent & Donor Services Assistant**, a dual-role position supporting both the Box Office and Development departments. This position offers a unique opportunity to engage directly with patrons and donors, ensuring seamless ticket sales and superior customer service while also contributing to donor relations efforts.

In January and during the Festival period (mid-May through June), you'll assist the Donor Services Manager in fulfilling ticket orders for Spoleto Society, the Festival's highest-level donors. From February through early May, you'll serve as a Box Office Ticket Agent, interacting with single-ticket buyers via phone and email to enhance the customer experience.

This is an exciting opportunity to become part of the Spoleto team, where you'll help create exceptional experiences for patrons and donors alike.

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

Anticipated Start Date: Monday, January 27, 2025

Anticipated End Date: Sunday, June 5, 2025

Hours: Flexibility for night, holiday, weekend, and extended hours as needed. The schedule will vary based on festival needs and will be determined with your supervisor.

- January 6 – May 3: 20–32 hours per week, ensuring the monthly total does not exceed 129 hours.
- May 4 – June 5: \$640/week, non-hourly, full-time.

Location: Charleston, SC (on-site)

Department: Development; Box Office

Reports to: Donor Services Manager; Box Office Assistant Manager

Responsibilities

- Assist in the preparation and fulfillment of donor ticket mailings and communications for Spoleto Society members.
- Provide exceptional customer service to both donors and single-ticket buyers via phone, email, and in-person interactions, addressing inquiries and resolving concerns with professionalism and care.
- Sell tickets and merchandise using the Tessitura ticketing system, ensuring accurate and timely transactions.
- Implement sales and promotional strategies to retain current customers, attract new patrons, and enhance the overall customer experience.
- Become a Festival program expert to effectively share information about performances, schedules, and venue details.
- Assist customers in selecting seats that meet their preferences, including accessibility needs or group requirements.
- Process ticket reservations, exchanges, and refunds following organizational policies and procedures.
- Support special events and promotional efforts as needed during the Festival period.

Essential Experience and Skills

- Minimum of a high school diploma; a bachelor's degree or equivalent experience is preferred.
- Strong organizational skills with a keen eye for detail and the ability to manage multiple tasks effectively.
- Superior customer service skills, with experience in a high-volume retail, service, or hospitality role.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, Teams) and other relevant software.
- Experience with Point-of-Sale or ticketing software is preferred.
- Excellent interpersonal and communication skills with a positive, customer-focused attitude.
- Passionate about people and able to handle challenges with a smile.

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 (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 21 years of age or older as this role requires driving a Festival-provided vehicle.
- 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.

Compensation

- **January 6 – May 3, 2025:** \$16/hour, 20–32 hours per week, capped at 129 hours per month.
- **May 4 – June 5, 2025:** \$640/week, non-hourly, full-time.

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 “Donor Services Assistant”.

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.