

SPOLETO — FESTIVAL USA

Venue Steward

Now in its 50th 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 2026 Season will take place from May 22 through June 7. Spoleto Festival USA is a 501 (c)(3) charitable organization.

The Venues

The **Venue Steward** roles are based at two of Charleston's most extraordinary venues: 14 George Street (14G) and Festival Hall. Both venues are managed and operated by Spoleto Festival USA and serve as dynamic, versatile spaces for performances, special events, and experiences.

Job Description

Venue Stewards at 14G and Festival Hall are vital members of our team, responsible for supporting the smooth execution of events, providing exceptional service to clients and guests, and ensuring that our facilities are clean, safe, and event-ready. These positions are essential in advancing our goal to make our venues a favorite for clients, guests, partners, and the community.

We're looking for individuals who are reliable, enjoy rolling up their sleeves, and can adapt to the fast-paced nature of live events. 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: Shifts vary depending on the event schedule and may range from 0–20 hours in a given week. Venue Stewards will be notified of available shifts as events are scheduled and may accept or decline based on availability. Evening, weekend, and holiday hours are common, and some events may require extended or late-night shifts. On average, most Venue Stewards work 1–2 events per month, though hours may increase during busier times of the year.

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

Seasonal Note: Venue Stewards are generally not scheduled during our festival season in May and June. Most shifts occur between July and April.

Location: Charleston, SC (onsite)

Department: Operations

Reports to: Operations Manager

Responsibilities

- Review and prepare for each event by understanding client expectations, vendor needs, event flow, timelines, and logistics to serve as a trusted steward of the venue.
- Conduct pre-event and post-event inspections to ensure the venue is clean, well-maintained, and event-ready.
- Assist in maintaining an inventory of event supplies and equipment, ensuring availability and functionality.
- Oversee the setup, breakdown, and organization of event spaces according to specifications.
- Collaborate with event organizers, clients, and vendors to ensure seamless event execution.
- Maintain a professional and welcoming demeanor while interacting with clients, guests, and vendors, ensuring excellent customer service at all times.
- 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.
- Uphold cleanliness standards by promptly addressing spills, trash removal, and general upkeep of event spaces.
- Maintain clear communication with event teams to ensure timelines, floorplans, and vendor orders are accurate and executed as planned.
- 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.
- Complete venue-related reports, including accident and injury reports and event summaries.
- Open and close the venue as required during shifts.

Required Qualifications

- High school diploma or equivalent (event management or hospitality experience is a plus).
- 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.
- Ability to analyze and resolve problems with sound judgment.
- Strong interpersonal skills; able to create trust, communicate clearly, and handle challenges with professionalism and a positive attitude.
- Exhibits the ability to work independently with minimal supervision, balancing conflicting priorities while consistently meeting deadlines efficiently.
- A strong commitment to service excellence, approaching challenges with a positive and professional attitude.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, Teams) and other relevant software.

Desired Qualifications:

- Bachelor's degree in Event Management, Hospitality, or a related field.
- Previous experience in event management, venue operations, or a related field.
- Familiarity with the arts and culture sector and a passion for the creative industry.
- Knowledge of 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.
- 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, 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, crawling/kneeling, pushing/pulling, ascending/descending (catwalks, ladders, platforms and stairs), reaching above the shoulders, lifting of up to 50 lbs., moving/pulling/pushing up to 100 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.
- A cell phone is required for clocking in/out and for communication during shifts.
- 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.
- Availability to work nights, holidays, weekends, and extended hours as required. Ability to work long days, nights, and weekends with a positive attitude.
- 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, with "Venue Steward" 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.