

Assistant Box Office Manager (Temporary)

Spoletto Festival USA is one of America's leading performing arts festivals. Each spring, for 17 days and nights, the Festival fills Charleston's historic theaters, churches, and outdoor spaces with more than 150 performances in opera, theater, dance, and chamber, symphonic, choral, and jazz music. The 2026 Season will run from May 22 through June 7.

Spoletto is a 501(c)(3) nonprofit organization.

Job Description

Spoletto Festival USA seeks a **Temporary Assistant Box Office Manager** to support the Festival's ticketing and customer service operations through the 2026 season. This position will provide leadership and operational support to the Box Office team during a departmental transition, assisting with daily ticketing operations, group sales, and staff supervision.

The ideal candidate is highly organized, detail-oriented, and thrives in a fast-paced, customer-facing environment. Experience with the Tessitura ticketing system is required.

This is a temporary, full-time, salaried position beginning in December 2025 and concluding in June 2026.

Position Type: Temporary, full-time, exempt, not benefit-eligible

Hours: A standard 40-hour work week; including work nights, holidays, weekends, and extended hours as required; on-call during Festival period

Start Date: December 2025

End Date: June 27, 2026

Location: Charleston, SC (on-site)

Department: Public Relations & Marketing (PRMKT)

Reports to: Interim Box Office Manager

Responsibilities

- Support the Interim Box Office Manager with overall departmental operations.
- Assist with maintaining and monitoring the Tessitura ticketing system daily.
- Manage Group Sales cultivation, reservations, fulfillment, and ticket distribution.
- Develop and maintain training materials for seasonal programming, box office policies and procedures, Tessitura skill-building, and audience-facing policies.
- Hire, train, and supervise 4–8 seasonal Box Office Ticket Agents and 18–22 Box Office Apprentices working in-person sales and at 8+ Festival venues.
- Collaborate with the Front of House Coordinator on Usher and House Manager hiring, training, and communication.
- During the Festival season (May–June): oversee scheduling of seasonal Box Office staff, manage supply inventory, assist with IT and venue box office setup, and serve as on-site Box Office lead at Festival venues.

Required Qualifications

- Minimum of a high school diploma; bachelor's degree or equivalent experience in hospitality, ticketing, or venue management 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 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.

- Proficiency with Tessitura or comparable ticketing systems.
- Demonstrated ability to handle cash, reconcile sales, and manage high-volume transactions.
- Proficient in Microsoft Office Suite, encompassing Word, Outlook, Excel, and Teams, as well as adept in utilizing additional type(s) of software.
- Proven problem-solving skills with the ability to adapt in a fast-paced, dynamic work environment.
- Experience in high-volume or upscale retail, service, or performing arts environments.
- Interest in the performing arts and understanding of nonprofit 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 (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. Reasonable accommodations will be provided 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 by May 2026 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: \$900 per week

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 "Assistant Box Office 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. 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.