

Volunteer Usher (Seasonal)

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.

Role Description

Spoletto Festival USA relies on the dedication and generosity of more than 250 volunteer ushers each season to help create a welcoming, safe, and enjoyable experience for Festival audiences. From the moment guests arrive at a venue to the time they depart, ushers are there to help ensure that audiences feel supported, informed, and comfortable throughout their visit.

As part of the front-of-house team, Volunteer Ushers are actively engaged during their shifts. This role is about being present, attentive, and ready to assist—whether that means helping a patron find their seat, answering a question, supporting accessibility needs, or working alongside House Managers to address any issues that may arise.

Volunteer Ushers are trusted ambassadors for the Festival and play a meaningful part in upholding the high standard of care, hospitality, and safety that defines the Spoletto experience.

Core Responsibilities

Volunteer Ushers support patron safety, readiness, and overall experience by:

- Providing a friendly, professional, and visible presence for patrons from entry through departure
- Assisting with seating, wayfinding, accessibility support, and general audience questions
- Ensuring patrons are properly ticketed by visually checking and scanning tickets using Festival-provided equipment
- Becoming familiar with venue layouts, seating charts, restrooms, exits, accessibility features, and emergency egress routes
- Monitoring public areas to help maintain safe, clean, and orderly conditions, and promptly notifying a House Manager of any concerns
- Supporting House Managers during seating, late arrivals, intermissions, and performance transitions
- Remaining attentive during performances and prepared to assist in the event of interruptions, emergencies, or other unexpected situations
- Understanding and courteously upholding Festival policies in a manner that supports a positive patron experience

While on duty, Volunteer Ushers are expected to stay focused on their role and responsive to audience needs, helping ensure a smooth, comfortable, and safe experience for all patrons.

General Requirements

- Must be 18 years of age or older
- Must be able to pass and maintain a clear background check
- Possess strong customer service skills with a welcoming, patron-centered approach
- Attend and participate in required usher orientation and training sessions
- Present a neat, well-groomed appearance and adhere to the Festival dress code
- Ability to read and interpret printed and digital tickets in dimly lit environments
- Comfort using basic technology, including email, a volunteer scheduling platform (Better Impact), and handheld ticket scanners
- Must be comfortable and able to work in the following conditions: low light or no light environments, indoor and outdoor environments, exposure to the elements, loud noise, working around large crowds
- Physical requirements include frequent communication, the need for stooping, kneeling, bending, squatting/crouching, pushing/pulling, ascending/descending (platforms and stairs), reaching above the shoulders, lifting of up to 25 lbs., standing for long periods, and using ticketing 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
- Demonstrated commitment to fostering an equitable, accessible, and inclusive environment for Festival staff, artists, audiences, and communities

Volunteer Appreciation

As a thank you for their time and dedication, Volunteer Ushers receive:

- One complimentary performance ticket for every three shifts worked
- A complimentary 2026 Festival poster
- A 10% discount on additional Spoleto Festival USA merchandise

How to Apply

To apply, please submit a volunteer application at: <https://bttr.im/nxd0o>

Spoleto Festival USA is an equal opportunity organization. We do not discriminate 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.