

House Manager (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.

Job Description

House Managers are at the heart of Spoleto's front-of-house operations and play a critical role in shaping a safe, welcoming, and memorable experience for Festival audiences. Working in teams of two to four across a variety of venues, House Managers oversee volunteer ushers, provide exceptional customer service, and serve as the on-site point of authority during performances.

House Managers collaborate closely with the Box Office, Stage Management, Security, and venue staff to ensure smooth house operations, clear communication, and efficient audience flow before, during, and after each performance.

Ideal candidates are calm under pressure, service-oriented, and comfortable managing complex logistics in fast-paced, live performance environments. These are part-time, seasonal roles with variable schedules, including evenings and weekends, across Festival venues.

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

Start Date: Must attend a required training on March 17, 2026 or March 21, 2026

Performance Shifts Begin: House Manager shifts begin on May 22, 2026

End Date: June 8, 2026

Hours: 25-40 hours per week; including work nights, holidays, weekends, and extended hours as required, while ensuring that the monthly total does not exceed 129 hours. Schedules vary based on festival needs and are coordinated with your supervisor.

Location: Charleston, SC (on-site)

Department: Box Office

Reports to: Front of House Coordinator

Responsibilities

- Develop in-depth knowledge of each assigned venue, including emergency action plans, seating charts, accessibility features, restroom locations, exits, and egress pathways.
- Review performance-specific and venue documentation provided by the Box Office prior to each event.
- Direct and supervise volunteer ushers, including assigning positions and ensuring they are fully equipped to support venue protocols and audience procedures.
- Ensure a smooth and welcoming audience experience, including seating efficiency, accessibility support, and resolution of patron concerns.
- Serve as a primary communication link between the Box Office, Stage Management, Security, venue staff, and ushers to coordinate house openings, late seating, and house closings.
- Maintain active awareness of audience movement and conditions before, during, and after performances, responding quickly and appropriately to issues or emergencies.
- Enforce late seating protocols during performances to minimize disruptions.
- Complete post-show performance reports, documenting notable events and providing feedback on usher performance.

Required Qualifications

- Previous experience in customer service and/or front of house operations.
- Strong leadership presence and ability to guide teams with confidence and professionalism
- Professional discretion, integrity, and composure in dynamic and high-pressure situations.
- Ability to work collaboratively and take direction from senior team members
- Excellent interpersonal and communication skills with a customer-service-oriented mindset.
- Passionate about people and able to handle challenges with a smile.
- Knowledge of the Americans with Disabilities Act (ADA) and accessibility best practices.

Desired Qualifications

- Previous supervisory or team leadership experience.
- Familiarity with the Charleston region.
- Experience in arts, culture, or live performance environments.

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 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 venue 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.
- 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; must be available to work long days, nights, and weekends during the Festival with a positive attitude.
- This position is based in Charleston, SC, with on-site presence required.

Compensation: \$17 per hour. Hourly, non-exempt, and not benefit eligible (Intermittent/As Needed) role. A one-time parking stipend of \$120 if driving/parking downtown.

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 “House 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. Spoleto 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 Spoleto 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.