



## **Part-Time Customer Service Representative**

***The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Part-Time Customer Service Representative to support the Ticketing Services Manager.***

FLSA Status: Part-time, Non-exempt

### **About the Adrienne Arsht Center for the Performing Arts of Miami-Dade County**

The Arsht proudly serves as the cultural pulse of Miami – the heart of magical live arts experiences that spark the imagination and connect people to one another. Whether on our stages or in your neighborhood, the Arsht is alive year-round with international artists, innovative programming from [resident companies](#) and local arts partners, free community events that reflect Miami's unique identity and more than 100 culturally diverse and impactful learning experiences for 80,000 children every year.

Since opening in 2006 in the heart of downtown, the Arsht, a 501(c)(3) non-profit organization, has been recognized as a leader in the city's cultural transformation, a catalyst for billions of dollars in new development and a host venue for historic events. The 300+ annual Arsht events include a robust series of touring Broadway musicals direct from New York, star-studded jazz and classical music concerts curated for South Florida, a major annual Flamenco Festival and an award-winning Miami-based theater program. In addition, Family Fest, Gospel Fest Miami, Art + Mind Day, Heritage Fest and our LGBTQ+ Pride celebration are among dozens of free events that bring people from all corners of our community together. For more information, visit [arshtcenter.org](http://arshtcenter.org).

### **Basic Function**

Reporting to the Ticketing Services Manager, the Part-time Customer Service Representative (CSR) is responsible for providing exceptional customer service and proactive solutions to ticketing, subscriptions, parking, dining and other related services as requested by the visitors and patrons of the Arsht Center. This professional will be a key member of the Box Office and Operations team and will help to service the needs of visitors and patrons to position the Arsht Center as a leader in customer relations in order to ensure the optimal customer experience and maximize sales opportunities. The CSR will have the ability to



work a flexible schedule that includes day and evening hours as well as weekends and some holidays.

### **Responsibilities**

The following are examples of the various functions required. The job requirements are not limited to items on this list:

- Responds to customer inquiries and ticket related requests via live help (in person, by telephone, and online communication).
- Strive to successfully reach established sales goals.
- Ability to listen and understand the customer's needs, and respond quickly, accurately, and politely.
- Provide a closed loop communication with the customer, always striving to resolve open issues. Provide clear timelines for communication on follow-up items.
- Demonstrate empathy for the client and a sense of urgency to assist in resolving their concerns.
- Ability to diffuse and rectify difficult situations.
- Acts as ambassador for the Center
- Acts as liaison to the customer, as needed.
- Works closely with various Center departments, including fundraising and marketing creating an atmosphere of service excellence.
- Escalates customer issues as appropriate.
- Communicates accurate information.
- Stays current with Center related events.
- Performs other related duties as required and assigned.

### **Qualifications**

- Minimum of 3 years of experience as a Customer Service Representative.
- Knowledgeable and skilled in inbound or outbound call center.
- Bilingual English/Spanish preferred.
- Skilled in data entry.
- Able to work seated at a computer for long periods of time.
- Troubleshooting skills and superb analytical skills: ability to resolve problems.



- Good information gathering techniques to understand customer issues.
- Good understanding of computer, database and internet technologies.
- Highly enthusiastic, positive-minded, customer focused, service and detail oriented.
- Excellent communication skills including clear speaking voice and good use of grammar.
- Preference for working collaboratively in a team environment.
- Ability to be highly productive in a fast-paced setting.
- Ability to work effectively and positively with others.

### **Personal Characteristics**

The Part-time Customer Service Representative should be:

- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Dedicated to accomplishing the organization's goals

### **Physical Demands**

- While performing the duties of this position, the employee is frequently required to stop, reach, stand, walk, lift, pull, push, grasp, communicate, and use repetitive motions.
- While performing the duties of this position, the employee may frequently lift and or move 20 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

**Suggestions for candidates and expressions of interest should be addressed to:**

Email: [resumes@arshtcenter.org](mailto:resumes@arshtcenter.org), with Part-time Customer Service Representative search in the title line.



Note: The above job description is intended to describe the general nature and level of work being performed by staff assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of staff in this position. Duties, responsibilities, and skills are also subject to change based on the changing needs of the job, department, or organization. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the Adrienne Arsht Center as the requirements of the job change.

**The Adrienne Arsht Center is an equal opportunity employer committed to being an inclusive workplace and strongly believes in the importance of having a diverse group of individuals represented.**