

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 Us

Set in the heart of downtown Miami, the Adrienne Arsht Center for the Performing Arts of Miami-Dade County is committed to welcoming and connecting ALL people to the arts, to the Arsht Center and to each other. Our stages are alive year-round with artists from around the world, innovative programming from our resident companies and local arts partners, free community events that reflect Miami's unique identity and arts education experiences for thousands of Miami children each year.

Since opening in 2006, the Arsht Center, a 501C3 non-profit organization, has been recognized as a catalyst for billions of dollars in new development in the downtown area, a leader in programming that mirrors South Florida's diversity, a host venue for historic events and Miami's hub for arts education.

Each year, we serve more than 80,000 young learners and offer more than 100 culturally diverse and inclusive education programs — many enhanced by the Arsht Center's relationship with Miami-Dade County Public Schools, local teaching artists and Miami-based arts organizations.

The Arsht Center is also a home stage for three resident companies — Florida Grand Opera, Miami City Ballet and New World Symphony — and a launch pad for local artists to make their mark on the international stage. Our 300+ events each year include the Center's Signature Series of classical, jazz, Broadway, local theater and much more. We present a robust series of touring Broadway musicals direct from New York, the largest jazz series in South Florida, a major annual Flamenco Festival and an award-winning Miami-based theater program. In addition, our Family Fest, Free Gospel Sundays, CommuniTEA LGBTQ+ celebration and Heritage Fest are among dozens of free events that bring together people from all corners of our community. For more information, visit 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 fund-raising 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, 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.