



Patrons Club Ambassador

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Patrons Club Ambassador to support the Director of Special Events.

FLSA Status: Part-time, Non-exempt
\$16.00 per hour

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

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. Since opening in 2006, the Arsht Center, a 501C3 non-profit organization, has been 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 50,000 young learners and offer more than 100 culturally diverse and inclusive education programs. Our 300+ annual events include our Knight Masterworks Classical Music series featuring magnificent orchestras and soloists from around the world; the very best musicals direct from New York for Broadway in Miami; Jazz Roots, the largest jazz series in South Florida; our award-winning, Miami-made Theater Up Close program; Flamenco Festival Miami; brilliant work from our many Arts Partners and local artists, and much more.

The Arsht Center is a home stage for three resident companies - Florida Grand Opera, Miami City Ballet, and New World Symphony - and a launchpad for local artists to make their mark on the international stage. In addition, our Family Fest, Free Gospel Sundays, Communi-Tea LGBTQ+ celebration, and Heritage Fest are among dozens of free activities that bring together people from all corners of our community.

For more information, visit arshtcenter.org.

Basic Function

Reporting to the Director of Special Events, a Patrons Club Ambassador passionately and reliably leads all patrons service efforts to meet the objectives of the Adrienne Arsht Center. A Patrons Club Ambassador will view all the



organization's activities, performances, programs, events, facilities, contacts and relationships as opportunities to serve as a liaison between patrons and the Development Department.

The Patrons Club Ambassador will deliver friendly, thoughtful and helpful service to our theater patrons providing a comfortable experience in both the Terra Group and Paul L. and Trudy Cejas Patrons Clubs. As a representative of the Arsht Center, a Patrons Club Ambassador provides solutions to issues as they arise, answer questions, and ensures safety. This hands-on position leads Patrons Club service calmly and proactively.

Responsibilities

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

- Assist donors/members, ensuring their safety, security, and comfort.
- Act as liaison between Front of House Staff, the Development Department and vendors.
- Assist in the preparation of activations in the Patrons Clubs, as needed.
- Have a full working knowledge of the Center's activities and campus.

Requirements

- Ability to provide excellent donor/member service skills using sound judgment and discretion.
- Must possess effective leadership, supervisory, interpersonal, and problem-solving skills.
- Must be able to stand for extended periods of time and be able to lift up to 40 pounds.
- Must be able to communicate well and work effectively with donors/members in a high-volume theater setting.
- Must be able to work a flexible schedule that includes, nights and weekends.
- Must be able to work a minimum of 15 hours per month.

Ideal Experience

- Understanding of how to function effectively in a multi-ethnic work environment and community.
- Strong personal interest in events and the performing arts.



- Understanding of collaborative, team-oriented leadership style.
- Ability to effectively multi-task.

Personal Characteristics

Patrons Club Ambassador should be:

- Reliable and punctual
- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Passionate about customer service
- Dedicated to accomplishing the organization's goals
- Bilingual is a plus

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 Patrons Club Ambassador search on the subject 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.