

Engagement Manager

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Engagement Manager to support the Senior Director, Programming.

FLSA Status: Full-time, Exempt

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 501(C)(3) 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

Under the direction of the Senior Director, Programming the Engagement Manager (EM) coordinates all aspects of client/Artist needs for Center events and performances. Each event at the Center is assigned an Engagement Manager. The day-to-day scope of responsibilities includes all coordination involving artistic services; extensive planning, scheduling and coordination of support services equipment, travel and hospitality requests for external and internal users of the facilities. While maintaining high visibility during assigned events and in coordination with the Program Directors, the EM serves as the Adrienne Arsht

Center for the Performing Arts representative to the client or artist in the planning and execution of these events and performances and during the actual event. The EM uses sound judgment and makes decisions to avoid confusion or delay that could result in additional operating expense. The EM coordinates with appropriate Arsht Center departments for event execution. He/she/they will resolve problems and communicate solutions to appropriate departments. The EM is also responsible for coordinating and collecting all corresponding financial documents related to each event and assist the Finance Department with event settlement.

Responsibilities

- Manages the logistical requirements of events and productions in the Center, including planning, organizing,
- Coordinates all phases of event or production planning across multiple departments up to and including settlement and bill payment of all assigned events.
- Effectively communicates event details, potential conflicts and requirement to Program Directors and other applicable departments.
- Works closely with Program Directors and all pertinent Arsht Center departments and outside vendors to fulfill client/renters expectations and needs for a successful event or production.
- Prepares post event reports at the conclusion of each event.
- Monitors event budgets as determined by Program Directors to insure compliance and collects and submits all settlement paperwork from all departments for each event to the Finance Department.
- Submits all approved payment, wire transfers and check requests to Finance Department.
- Creates support documentation for sponsorship usage.
- Must be able to work evenings, weekends and the hours required to fulfill the principal duties and responsibilities of the position.

Ideal Experience

- Fluency in Spanish
- Understanding of collaborative, team-oriented leadership style.
- Ability to effectively multi-task and to establish priorities.
- Experience in stage management, company management and/or tour management.
- Highly computer literate and comfortable with new computer programs

Personal Characteristics

The Engagement Manager 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 40 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 Engagement Manager on 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 both onstage and off.