

Engagement Manager

Status: Full-time employee, exempt

Reference Code: EM

Location: Downtown, Miami, Florida

Reports to: Senior Programming Director

Background

The Adrienne Arsht Center is Miami-Dade County's largest ever public/private-sector partnership, comprised of an \$150 million private capital campaign conducted by the Adrienne Arsht Center Foundation and public funding drawn primarily from the County's Convention Development Tax revenues, as well as the City of Miami Omni Redevelopment District Community Redevelopment Agency. Greatly enhancing the artistic and educational opportunities in South Florida, Arsht Center also will have significant and long-term economic benefits for the city and the region.

Adrienne Arsht Center, designed by world-renowned architect Cesar Pelli of Pelli Clarke Pelli Architects, includes the 2,400-seat Sanford and Dolores Ziff Ballet Opera House, the 2,200-seat Knight Concert Hall, a 200-seat black box Studio Theater, the Peacock Education Center, a restored Art Deco Tower, and the Parker and Vann Thomson Plaza for the Arts, which unites the Center buildings across Biscayne Boulevard, providing a magnificent setting for outdoor entertainment and informal gatherings. The key members of the design team include theater planning and design consultant Joshua Dachs of Fisher Dachs Associates, Inc. and acoustician Russell Johnson of ARTEC, Inc., both of whom worked on the project since its inception.

Adrienne Arsht Center is a Miami venue not only for its three resident companies (Florida Grand Opera, Miami City Ballet, and New World Symphony), but also for many smaller South Florida arts organizations that will perform in its theaters on a regular basis, as well as for the finest popular and classical performances from around the world. With state-of-the-art performance facilities in Miami for the first time, Adrienne Arsht Center offers South Florida audiences the best and most diverse theater, music, and dance—with a dedication to entertain, challenge, and educate all segments of the community. For more information, visit www.arshtcenter.org.

Position Summary:

Under the direction of the Senior Programming Director the Engagement Manager (EM) coordinates Center special events and performances. The EM uses sound judgment and decision making avoiding confusion or delay that could result in additional operating expense. The day to day scope of responsibilities includes extensive planning, scheduling and coordination of support services, equipment and hospitality requests for external and internal users of the facilities. While maintaining high visibility during assigned events and in coordination with the Programming Directors the EM serves as the Adrienne Arsht Center for the Performing Arts representative to user in the planning and execution of these events and performances. The EM communicates to appropriate Arsht Center departments the required security, janitorial, engineering and other services for event production. He/she will resolve problems and complaints from users of the facilities directing support personnel while ensuring adherence to contractual terms.

Duties and Responsibilities:

- Manages the logistical requirements of events and productions in the Center, including planning, organizing, staffing, implementing and follow up after contract process is complete in conjunction with the Programming and Production Departments.
- Coordinate all phases of preparing, setting up, running and clean up and settlement of all assigned events.
- Works closely with Programming Directors and alongside caterers, security services, building and grounds maintenance, front-of-house, and other Adrienne Arsht Center staff meeting client/renters expectations and needs
- Monitors contract compliance to ensure adequate resources are available
- Completes event work orders that become part of the event report
- Prepares post event reports at the conclusion of each event
- Effectively communicates event details, conflicts and defects to Programming Directors and Operations department
- Monitors event budgets to insure compliance and submits all settlement paperwork to the Finance Department.
- Manages Center's assimilation of production/event information and production and event inventory to be distributed to Center Staff every Tuesday
- Drafts financial, statistical narrative and/or other reports
- Supports all Adrienne Arsht Center departments in their facility and event needs as required
- Must be able to work evenings, weekends and the hours required to fulfill the principal duties and responsibilities of the position

Qualifications:

- Understanding and experience of the performing arts practices and facility operations
- Ability to manage workers and out-sourced staffing
- Ability to work at a wide variety of tasks simultaneously, while under pressure, but making deadlines and maintaining cost-efficiency
- Knowledge and proven skills are required in logistics, planning, customer service, organization, marketing, problem-solving, public speaking and communication
- Requires extraordinary organization skills, time management, and ability to function with minimal supervision and as an integral part of a team
- Highly adept at working with the public
- Highly computer literate and comfortable with new computer programs
- Must be comfortable juggling multiple priorities and working for concentrated periods under pressure

The Adrienne Arsht Center for the Performing Arts is an Equal Opportunity employer.

Qualified candidates should send resumes with cover letter and salary requirement to:

resumes@arshtcenter.org, fax 786-468-2001 or

mail to:

The Adrienne Arsht Center

Attn: Engagement Manager Search

1300 Biscayne Boulevard

Miami, FL 33135

To learn more about The Adrienne Arsht Center for the Performing Arts of
Miami-Dade County visit www.arshtcenter.org

