

Manager of Volunteer and Internship Services

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Manager of Volunteer and Internship Services to support the Vice President, Human Resources.

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

Reporting to the Vice President, Human Resources, the Manager of Volunteer and Internship Services is responsible for developing a program for volunteer services including guidelines, policies and procedures and long-range strategic plans for volunteer interaction within departments in the Adrienne Arsht Center. Promotes the Center's Volunteer Program in the community and is proactive in securing the volunteer pool for the Center.

Responsibilities

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

- Manages the Center's renewed paid intern program.
- Promotes the volunteer program throughout the community to increase volunteer participation.
- Develops and distributes brochures promoting the volunteer program.
- Makes presentations throughout the community to increase volunteer pool.
- Recruit, select, interview, create and supervise the training and work of volunteers.
- Develop programs and procedures manual for volunteers.
- Develop long range plans for department and interaction with departments throughout the Center.
- Schedule, record, and monitor volunteer employee's hours.
- Maintain data base of active and inactive volunteers.
- Evaluate volunteer performance.
- Develop and implement docent program for tours, information desk and education center.
- Coordinates with Arsht Center staff to determine volunteer staff needs.
- Assist in the implementation of ADA policies with Center volunteers.
- Develop volunteer partnerships with outside agencies and businesses.
- Conduct scheduled meetings with volunteer corps.
- Create recognition and award system for volunteers including perks established by Center.
- Performs related duties as required.

Ideal Experience

- At least five years of experience developing, implementing and managing and maintaining a full volunteer program.
- Knowledge of a theater environment, non-profit organizations is preferred.
- College degree in related field or the equivalent in level of experience.
- Critical thinking, multitasking, goal setting, and leadership skills are required.
- Ability to recruit, attract, retain and motivate volunteer staff is necessary.
- Ability to supervise and direct staff.
- Effective verbal and written communications.
- Excellent organizational skills.
- Ability to work independently.
- Good working knowledge of Microsoft Office, Outlook and Excel.

- Working on weekends, evening hours, and occasional holidays will be required.
- The ability to communicate in Spanish is highly desirable.

Personal Characteristics

The Manager of Volunteer and Internship Services 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 Manager of Volunteer and Internship Services on search in the title line.

Deadline to submit your resume is October 29th, 2021

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.