



Donor Concierge

The Adrienne Arsht Center for the Performing Arts of Miami-County seeks a Donor Concierge to join the Development team to help deliver exceptional, personalized experiences to our supporters.

FLSA Status: Full-Time, Non-Exempt

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

The Arsht proudly serves as the cultural pulse of Miami – the heart of magical live arts experiences that spark the imagination and connect people to one another. Whether on our stages or in your neighborhood, the Arsht is alive year-round with international artists , innovative programming from [resident companies](#) and local arts partners, free community events that reflect Miami’s unique identity and more than 100 culturally diverse and impactful learning experiences for 80,000 children every year.

Since opening in 2006 in the heart of downtown, the Arsht, a 501(c)(3) non-profit organization, has been recognized as a leader in the city’s cultural transformation, a catalyst for billions of dollars in new development and a host venue for historic events. The 300+ annual Arsht events include a robust series of touring Broadway musicals direct from New York, star-studded jazz and classical music concerts curated for South Florida, a major annual Flamenco Festival and an award-winning Miami-based theater program. In addition, Family Fest, Gospel Fest Miami, Art + Mind Day, Heritage Fest and our LGBTQ+ Pride celebration are among dozens of free events that bring people from all corners of our community together. For more information, visit arshtcenter.org.

Basic Function

Reporting to the Director, Development, the Donor Concierge plays a critical frontline role essential in deepening donor satisfaction and loyalty through ensuring seamless benefit fulfillment for individual donors and corporate partners. The Donor Concierge enhances the donor experience through providing excellent customer service and exceptional, personalized experiences.

Responsibilities

- Serve as the primary contact for all individual donor, Sponsors, and Chairman's Corporate Circle ticket requests, ensuring accurate, timely and personalized service.
- Provide proactive, thoughtful stewardship by anticipating donor needs and offering high-touch service during performances and special events.
- Manage night-of-performance concierge services including last-minute ticket changes and surprise-and-delight upgrades, special parking requests and welcoming guests in the Patrons Clubs.
- Track and fulfill all donor and sponsor benefits, including complimentary tickets, Patrons Club access and exclusive experiences.
- Maintain up-to-date benefit tracking for individual donors and corporate sponsors, ensuring consistent delivery aligned with giving levels and produce year-end benefit summaries.
- Update monthly donor lists for the Arsht magazine and digital programs.
- Coordinate the Adrienne Arsht Center Foundation board and Adrienne Arsht Center Trust development committee meetings.
- Participate in prospect review meetings to brainstorm cultivation, solicitation and stewardship strategies.
- Assist with research, gift processing and other data needs as needed.

Ideal Experience

- A Bachelor's degree from an accredited college or university.
- 3-5+ years of experience in a customer service or concierge role.
- Enthusiastic, creative team-player who is passionate about the arts, hospitality and creating memorable moments.
- Proactive and a problem-solver with the ability to multi-task, establish priorities and react when those priorities shift.



- Demonstrated interest in the arts and culture and familiarity with the South Florida arts community preferred.
- Bi-lingual (English and Spanish) a plus.

Personal Characteristics

- Communicates with clarity, discretion and warmth in all interactions—whether in person, over the phone or via email.
- Maintains a calm and positive attitude when faced with challenging situations or tight deadlines.
- Enjoys building meaningful relationships with donors and working collaboratively with colleagues across departments.
- Thrives in an environment with many moving parts and can manage multiple priorities while maintaining accuracy and grace under pressure while navigating last-minute changes and guest issues on performance nights.
- Demonstrates genuine enthusiasm for the Adrienne Arsht Center’s mission and understands the importance of providing exceptional experiences that build loyalty and connection.

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 25 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

Availability and Hours

- Availability to work flexible hours, including evenings and weekends, as required by performance schedules.



- Must be able to work on-site at the Adrienne Arsht Center in Miami, FL.

Suggestions for candidates and expressions of interest should be addressed to:

Email: resumes@arshtcenter.org, with Donor Concierge 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.