

House Manager

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

FLSA Status: Full-time, 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 of Guest Services, this position will provide supervision for the front of house management of all performance venues. The House Manager works closely with box office, volunteer services, production, operations, development, security and marketing personnel to ensure that houses open and programs start on time while maintaining guest satisfaction, comfort and safety.

Responsibilities

Responsibilities include, but are not limited to:

Updated on May 29, 2025

- Schedule, train, and evaluate ushering staff in customer service procedures, evacuation, medical and life safety issues as they relate to patrons.
- Prepare and communicate pre-performance informational meeting with staff and volunteers.
- Maintain applicable attendance records, verifying nightly ticket count.
- Prepare nightly performance reports of event specifics; coordinate/interface with Center's security personnel on the proper and timely reporting of incidents involving patrons.
- Work closely with box office personnel to troubleshoot all ticketing problems
- Field, and respond to, in-person Guest Service issues and follow up with email/phone calls to resolution.
- Ensure accessibility for all guests.
- Coordinate program distribution and insert schedules.
- Carry a radio during performances, and report live maintenance, housekeeping, and security issues to the appropriate departments.
- Direct and monitor lobby traffic to ensure maximum ease and comfort, both in entering and exiting facilities.
- Coordinate with Production Manager(s) to ensure that houses open on time, programs start on time, late seating is on schedule and intermissions stay within requested time.
- Coordinate with marketing the attendance of photographers and representatives of the media.
- Create performance documents and wayfinding/informational signage as needed for performances.
- Enforce house rules.
- Confirm that the buildings are clear and ready for lock down.
- Work with security to ensure maximum patron safety
- Attend weekly logistics meeting and show advance calls. Communicate key information to stakeholders and ensure the guest services team is prepared for all venue activations.
- Attend in-person departmental and pre-production meetings during business hours as required.
- Assist with venue setup & restoration and inventory of Guest Services equipment.
- Assist with special projects as needed.

- Perform departmental administrative tasks as assigned including equipment inventory, creating Standard Operating Procedure documents, researching new technology, and tracking staff parking vouchers.

Ideal Experience

- Minimum of 3 years of experience as a House Manager or in a similar role in a theater or performance venue.
- Exemplary customer service skills combined with persistence and patience in working with various groups of people.
- Knowledge of theatrical operations.
- Demonstrated ability to act as a diplomatic leader and motivate others.
- Ability to remain levelheaded, resolve multiple challenges and requests in an extremely fast-paced, demanding environment.
- Able to work a non-traditional work schedule.
- Computer literacy and knowledge of databases. (Excel, Word, PowerPoint, Tessitura, Trello, Staff Savvy, TEAMS, Google Docs)
- The ability to communicate in Spanish is highly desirable.
- Excellent verbal and written communication skills.
- Working knowledge of current ADA regulations

Personal Characteristics

The House Manager should be:

- Action-oriented; a doer
- Affable, easy to get to know
- A good team player
- Devoted to providing quality customer service
- 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.

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- While performing the duties of this position, the employee may frequently lift and or move 30 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 House Manager 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.

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