

Tier Leader

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Part-Time Tier Leader to support the House Managers.

FLSA Status: Part-time, Non-exempt
Salary: \$15.00 per hour

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 501C3 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 House Manager, a Tier Leader passionately leads all customer service efforts to meet the objectives of the Adrienne Arsht Center. A Tier Leader will view all the organization's activities, performances, programs, events, facilities, contacts and relationships as opportunities to serve as an ambassador. The position leads others to deliver friendly, helpful service to our theater patrons providing a comfortable, safe and expectation exceeding experience. As an ambassador of the Center a Tier Leader, provides solutions to issues as they arise, answer questions, and ensures safety. This hands-on position leads ushers and key personnel in proactive and collaborate manner.

Responsibilities

The following are examples of the various responsibilities. The job responsibilities are not limited to items on this list.

- Supervise and assist in training ushers
- Provide assistance to guests, ensuring their safety and security
- Ensure correct and thorough communication to ushers
- Act as liaison between guests, ushers and House Manager
- Assist in the preparation and distribution of program books
- Have a full working knowledge of the Center's activities and campus

Requirements

- Ability to provide excellent guest service skills using sound judgment and discretion.
- Must possess effective leadership, supervisory, interpersonal, and problem solving skills
- Must be able to stand for long periods of time and be able to lift up to 40 pounds
- Must be able to communicate well and work effectively with guests in a high-volume theater setting
- Must be comfortable with heights
- Must be able to work a flexible schedule that includes, nights and weekends

Ideal Experience

- Understanding of how to function effectively in a multi-ethnic work environment and community.
- Understanding of collaborative, team-oriented leadership style.
- Ability to effectively multi-task.

Personal Characteristics

The Tier-Leader 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 Part-time Tier Leader search on 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 believes in the importance of having a diverse group of individuals both onstage and off.