



Ticketing Services Manager

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Ticketing Services Manager to support the Senior Director, Ticket Services and the Directors, Ticketing 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](https://www.arshtcenter.org).

Basic Function

The Ticketing Services Manager plays a vital role in supporting the success of the Adrienne Arsht Center's performances, presentations, and special events by overseeing ticketing operations, customer service, and event-related box office functions. This position serves as a key liaison between presenters, resident companies, touring productions, ticketing partners, and internal departments to ensure seamless event execution and an exceptional patron experience. The ideal candidate is a customer-focused professional who thrives in a fast-paced environment, builds strong

relationships with diverse stakeholders, and demonstrates a collaborative approach to problem-solving, team leadership, and service excellence.

This is a full-time, in-office position requiring flexibility to work evenings, weekends, and hours necessary to support assigned events and performances. Candidates must reside in the South Florida area or be willing to relocate at their own expense, as relocation assistance is not available for this position.

Responsibilities

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

- Ensures the smooth daily operation of customer service and sales functions.
- Cultivates and maintains a solid, respectful working relationship with the Resident Companies, touring companies/agencies, and other facility renters.
- Achieves and maintains proficiency with the Tessitura ticketing system as it relates to Ticket Services as well as its impact on other departments.
- Creates Customer Service Representative schedules, ensuring adequate coverage for office hours and performances.
- Hires, trains, and supervises Customer Service Representatives.
- Monitors Customer Service Representatives to ensure adequate development and training.
- Conducts Customer Service Representative employee evaluations.
- Compiles and distributes sales and financial reports to related departments and to presenters for assigned shows and events and is able to evaluate and explain data internally and third parties.
- Prepares and submits box office statements for settlement and all pertinent records pertaining to settlement for assigned shows and events.
- Reviews and resolves complaints related to ticketing.
- Assists in the oversight of seat inventory, holds, and internal/company ticket requests.
- Maintains emergency processing plans for night of show system failures.
- Undertakes any other responsibilities relating to ticketing services.



Qualifications

- Five to seven years of experience in a multi-venue organization developing, implementing, managing, and maintaining a full-service Box Office.
- Five to seven years of experience working with ticketing systems.
- Extensive accounting and customer service experience required.
- Knowledge of a theater environment and non-profit organizations preferred.
- Bachelor's degree in related field or the equivalent in level of experience.
- Demonstrated ability to supervise, coach and develop staff.
- Strong verbal and written communications skills.
- Excellent organizational and time management skills.
- Ability to work independently and manage multiple priorities.
- Ability to perform effectively under pressure in a fast-paced environment.
- Experience with Tessitura and Ring Central preferred.
- Availability to work weekends, evening hours, and holidays required.
- Ability to communicate in Spanish is highly desirable.

Personal Characteristics

The Ticketing Services Manager should be:

- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Dedicated to accomplishing the organization's goals

Compensation and Benefits

The salary for this position is \$64,000.

We also offer comprehensive benefits packages, professional development opportunities, and a supportive workplace culture dedicated to the performing arts and community impact. At the Arsht, we prioritize the well-being and growth of our team



members, ensuring they have the resources and support needed to excel in their roles and contribute meaningfully to our mission.

The Arsht embraces equity and diversity and is committed to a workplace that is enriched by the people, needs, and desires of our diverse community.

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 Ticketing Services 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.