



Engagement Manager

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

FLSA Status: Full-time, Exempt

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

Since opening in 2006 in the heart of downtown, 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.

The Arsht, a 501(c)(3) non-profit organization, has been recognized as a leader in the Miami's cultural transformation, producing more than 400 annual events that generate 11,500 local jobs and \$125 million in economic impact. The Arsht is home to a robust series of touring Broadway musicals, star-studded jazz and classical music concerts curated for South Florida, an award-winning Miami-based theater program and numerous historic and televised events. Free annual Arsht events, such as Gospel Fest Miami, Art + Mind Day, Heritage Fest and our LGBTQ+ Pride celebration bring together people from all corners of our community. For more information, visit ArshtCenter.org.

Basic Function

Under the direction of the Senior Director, Programming the Engagement Manager (EM) coordinates all aspects of client/Artist needs for Center events and performances. Each event at the Center is assigned an Engagement Manager. The day-to-day scope of responsibilities includes all coordination involving artistic services; extensive planning, scheduling and coordination of support services equipment, travel and hospitality requests for external and internal users of the facilities. While maintaining high visibility during assigned events and in coordination with the Program Directors, the

EM serves as the Adrienne Arsht Center for the Performing Arts representative to the client or artist in the planning and execution of these events and performances and during the actual event. The EM uses sound judgment and makes decisions to avoid confusion or delay that could result in additional operating expense. The EM coordinates with appropriate Arsht Center departments for event execution. He/she/they will resolve problems and communicate solutions to appropriate departments. The EM is also responsible for coordinating and collecting all corresponding financial documents related to each event and assist the Finance Department with event settlement.

Responsibilities

- Manages the logistical requirements and details of events and productions at the Center including but not limited to artist travel, hospitality, catering, merchandise, meet & greets, etc.
- Coordinates all phases of event and production planning across multiple departments up to and including settlement and invoice payment of all assigned events.
- Leads the weekly Logistics meeting as well as individual pre-show meetings
- Effectively communicates event details, potential conflicts and requirements to Programmers and all necessary departments.
- Works closely with the Programmers and all pertinent Arsht Center departments and outside vendors to fulfill client/renters expectations and needs for a successful event or production.
- Prepares post event reports at the conclusion of each event
- Document and archive all set ups for future reference
- Monitors event budgets as determined by Programmers to ensure compliance
- Collect, review and submit settlement paperwork from all departments and vendors for each event to the Finance Department
- Acquire necessary approvals for any and all payments; then submits payment requests for wire transfers and check requests to the Finance Department.
- Must be able to work evenings, weekends and the hours required to fulfill the principal duties and responsibilities of the position.
- Fluency in English and Spanish

Ideal Experience



- Understanding of collaborative, team-oriented leadership style.
- Ability to effectively multi-task and to establish priorities.
- Experience in stage management, company management and/or tour management.
- Strong computer skills and adaptable to new programs

Personal Characteristics

The Engagement Manager should be:

- Action-oriented; a doer
- Adaptable; can pivot in the moment
- Works well under pressure
- Affable, easy to get to know, people person
- Determined and persistent
- Highly energetic
- Dedicated
- A lover of the arts

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 Engagement Manager on 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 both onstage and off.