

Engagement Manager

The Opportunity

The Engagement Manager, reporting to the Senior Engagement Manager, supports the planning and execution of the Adrienne Arsht Center's diverse portfolio of performances, presentations, festivals, and special events. Each event is assigned an Engagement Manager who serves as the primary operational lead and Center representative, overseeing the coordination of artist and client needs from event advancement through final settlement.

The Engagement Manager works collaboratively with Programming Managers and Directors, artists, touring companies, clients, vendors, and internal departments to ensure the seamless execution of all event requirements. Responsibilities include coordinating artistic services, hospitality, transportation, accessibility accommodations, security, front of house and back of house operations, merchandise, and other event logistics necessary to deliver exceptional guest and artist experiences.

This role is responsible for developing and maintaining event documentation, communicating operational requirements across departments, proactively resolving issues, and facilitating assigned events from pre-planning through post-event reconciliation, including financial documentation, expense tracking, invoice processing, and settlement support.

The successful candidate will be a highly organized and solutions-oriented event professional with demonstrated strengths in live event operations, cross-functional collaboration, relationship management, and operational execution. The ideal candidate will have a strong commitment to the Center's mission and a passion for delivering exceptional performing arts experiences. 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.

Candidate Profile

The Engagement Manager will be responsible for the following:

Core Responsibilities

- Serve as the primary operational lead and Center representative for assigned events and performances, overseeing all phases of event planning, execution, and settlement.
- Coordinate event logistics, including artist services, hospitality, transportation, accessibility accommodations, security, front-of-house and back-of-house operations, merchandise, and other support services.
- Develop and maintain event documentation, including logistics notes, production schedules, stage door lists, credentials, signage plans, and other operational materials to support successful event execution.
- Exercise sound judgment and proactive problem-solving to anticipate challenges, mitigate risks, control expenses, and ensure seamless event operations.
- Manage post-event administrative processes, including expense tracking, invoice processing, financial documentation, and settlement reconciliation.

Cross-Functional Collaboration & Operational Execution

- Collaborate with Programming, Production, Guest Services, Box Office, Security, Operations, Finance, Marketing, and other internal departments to plan and execute assigned events successfully.
- Communicate event requirements, operational updates, and potential conflicts clearly and effectively to internal departments and key stakeholders.
- Resolve operational issues in real time by collaborating with internal teams to implement effective solutions that support exceptional guest and artist experiences.

Artist, Client & Partner Relations

- Serve as the primary liaison to artists, clients, promoters, touring companies, vendors, and other event partners throughout the planning and execution process.
- Build and maintain strong, collaborative relationships that foster trust, responsiveness, and a high level of customer service.
- Oversee artist services and hospitality requirements to ensure expectations are met and presentations are delivered to the highest standards.
- Ensure an exceptional experience for artists, clients, and guests while representing the Center's mission, values, and standards of service.

Financial Administration

- Coordinate and collect all financial documentation related to assigned events, including departmental expenses, invoices, and settlement paperwork.
- Track event-related expenses, manage invoice coding and payment requests, and support the Finance Department with event settlements and reconciliations.
- Monitor financial activity associated with assigned events and ensure compliance with organizational policies and approved budgets.

Qualifications

- Bachelor's degree or equivalent preferred from an accredited institution of higher education in Arts Administration, Arts Management, Event Management, Hospitality Management, Theater Management, or a related field.
- Demonstrated experience coordinating complex events and productions involving multiple stakeholders, departments, and operational requirements.
- Strong administrative, organizational, financial, and problem-solving skills, with the ability to effectively manage multiple priorities simultaneously.
- Experience managing event-related budgets, settlements, invoice processing, expense tracking, and financial reconciliation.
- Experience working directly with performing artists, touring companies, promoters, agents, vendors, and other external partners.



- Demonstrated success coordinating live events, productions, festivals, or presentations in a performing arts venue, arena, convention center, or similarly complex environment.
- Experience working in a multidisciplinary and highly collaborative environment requiring cross-functional coordination.
- Strong verbal and written communication, public speaking, and interpersonal skills.
- Demonstrated ability to effectively and efficiently manage multiple assignments, adapt to changing priorities, and exercise sound judgment under pressure.
- Strong computer proficiency and the ability to learn and adapt to new technologies, databases, and event management systems.
- Fluency in English required; bilingual proficiency in Spanish preferred.

Physical Requirements

- 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.

Compensation and Benefits

The salary for this position is \$60,000.

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.



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.

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.