

Part – Time Volunteer Services Coordinator

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Part -Time Volunteer Services Coordinator to support the Volunteer Services Manager.

FLSA Status: Part-Time, Non-Exempt
Hourly Rate: \$22.00

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

The Volunteer Services Coordinator supports the Volunteer Services Manager in coordinating and maintaining the Center’s volunteer program. This role assists with recruitment, onboarding, scheduling, communication, and administrative functions to ensure that volunteers are effectively supported and that departmental operations run efficiently.

This position requires strong organizational skills, attention to detail, and the ability to interact professionally with volunteers, staff, and the public. The work environment is dynamic and event-driven, requiring flexibility and adaptability.

Role Impact

Volunteers serve as ambassadors for the Adrienne Arsht Center and play a critical role in shaping the guest experience. The Volunteer Services Coordinator is essential in ensuring volunteers are well-prepared, supported, and engaged. Through this work, the role directly contributes to the success of performances, programs, and community initiatives, helping create a welcoming and seamless experience for all patrons.

Responsibilities

- Assist with recruiting, onboarding, and orienting new volunteers
- Support volunteer engagement and recognition initiatives
- Monitor volunteer participation and assist with retention efforts
- Maintain accurate volunteer records within database systems
- Manage volunteer profiles and approve hours in the Get Connected platform
- Input and update events and performance schedules
- Track volunteer participation, including extended or double shifts
- Process volunteer ticket requests and distribute parking passes
- Respond to volunteer inquiries via phone, email, and service requests
- Serve as a liaison between volunteers and Front of House teams
- Coordinate departmental communications, including announcements and updates
- Attend weekly meetings and document key discussions and action items
- Calculate and report monthly volunteer hours
- Maintain volunteer spaces, including inventory and supplies
- Coordinate meals, snacks, or refreshments when needed
- Complete credit card reconciliations and assist with reporting tasks
- Support general departmental operations and administrative needs
- Attend performances, events, and volunteer functions as required
- Support overall execution of volunteer program activities
- Assist the Volunteer Services Manager and step in as needed during absences

Required Experience & Skills

- Experience in volunteer programs, customer service, or community engagement
- Strong organizational skills with exceptional attention to detail
- Ability to manage multiple priorities in a fast-paced environment
- Proficiency in Microsoft Office / Office 365

- Strong written and verbal communication skills
- Ability to work effectively with diverse populations
- Strong problem-solving and critical thinking skills
- Comfort working with data, scheduling systems, and reporting tools
- Ability to adapt to changing priorities in an event-driven environment

Preferred Qualifications

- Experience working within a nonprofit organization
- Familiarity with the South Florida arts community
- Experience in a large or complex organization
- Knowledge of volunteer program lifecycle (recruitment, onboarding, retention)

Personal Characteristics

The Volunteer Services should be:

- Proactive and action-oriented
- Personable and comfortable building relationships
- Organized, reliable, and detail-driven
- Energetic and adaptable in a dynamic environment
- Committed to supporting the Center's mission and community

Work Environment & Physical Requirements

- Requires evening, weekend, and irregular work hours based on event schedules
- 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.

Suggestions for candidates and expressions of interest should be addressed to:

Email: resumes@arshtcenter.org, with Volunteer Services Coordinator 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,



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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.