



Patrons Club Ambassador

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Patrons Club Ambassador to support the Donor Event Coordinator.

FLSA Status: Part-time, Non-exempt
\$17.00 per hour

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

Reporting to the Donor Event Coordinator, a Patrons Club Ambassador passionately and reliably leads all patron service efforts to meet the objectives of the Adrienne Arsht Center. A Patrons Club Ambassador views all the organization's activities, performances, programs, events, facilities, contacts, and relationships as opportunities to serve as a liaison between patrons and the Development Department.

The Patrons Club Ambassador delivers friendly, thoughtful, and helpful service to theater patrons, providing a comfortable experience in both the Terra Group and Paul L. and Trudy Cejas Patrons Clubs. This hands-on position leads Patrons Club service calmly

and proactively, providing solutions to issues as they arise, answering questions, ensuring safety, and anticipating the needs of patrons.

Prepares the Patrons Clubs for each reception by ensuring the space is welcoming, organized, and fully event-ready, and confirms that catering, furnishings, amenities, and other details are in place before donors arrive. Serves as a visible and attentive point of contact, anticipating donor needs and ensuring a high level of personalized service throughout the pre-show experience.

Responsibilities

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

- Assist donors/members, ensuring their safety, security, and comfort.
- Act as liaison between Front of House Staff, the Development Department and vendors.
- Assist in the preparation of activations in the Patrons Clubs, as needed.
- Have a full working knowledge of the Center's activities and campus.

Requirements

- Ability to provide excellent donor/member service skills using sound judgment and discretion.
- Must possess effective leadership, supervisory, interpersonal, and problem-solving skills.
- Must be able to communicate well and work effectively with donors/members in a high-volume theater setting.
- Must be able to work a flexible schedule that includes, nights and weekends.
- Must be able to work a minimum of 15 hours per month.

Ideal Experience

- Understanding of how to function effectively in a multi-ethnic work environment and community.
- Strong personal interest in events and the performing arts.
- Understanding of collaborative, team-oriented leadership style.



- Ability to effectively multi-task.

Personal Characteristics

Patrons Club Ambassador should be:

- Reliable and punctual
- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Passionate about customer service
- Dedicated to accomplishing the organization's goals
- Bilingual is a plus

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 Patrons Club Ambassador search on the subject 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.



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

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.