

Adrienne Arsht Center

FOR THE PERFORMING ARTS OF MIAMI-DADE COUNTY

Member Relations Assistant

Status: Full-time employee. Non-exempt

Reference Code: MRA

Location: Downtown, Miami, Florida

Reports to: Reports to Membership Manager and Director, Donor Relations

Background

As the focal point of performing arts activity in South Florida, the Adrienne Arsht Center for the Performing Arts of Miami-Dade County serves as a showcase for the finest in established and developing performing arts programs. The Center is the foundation on which established resident organizations build their programs and extend their reach. The Center also serves as a laboratory, providing first class accessible facilities for smaller, emerging and developing organizations and for the Center's own innovative productions and events.

The Center provides our diverse audiences with opportunities to share South Florida's many cultures, offering insights and understanding. As an educational resource, the Center broadens the horizons of our children and enhances our quality of life by offering a full range of cultural and learning experiences.

The objectives of the Adrienne Arsht Center for the Performing Arts of Miami-Dade County are to: provide a broad range of performing arts experiences reflecting the diversity of our region, country and world;

- offer state-of-the-art accommodations for artists, cultural organizations and audiences;
- operate in an efficient and cost-effective manner and attract governmental and foundation funding;
- serve as an educational and cultural resource for children and under-served audiences; and
- Act as a catalyst for area revitalization and enhance regional economic opportunities and tourism.

In October 2006, The Adrienne Arsht Center for the Performing Arts opened with two major halls designed to produce and present the finest in classical and popular entertainment. The Center is a \$478 million community investment, managed and operated by the Performing Arts Center Trust, Inc., a not-for-profit corporation, in partnership with the Performing Arts Center Foundation. The Center includes the 2,200-seat Knight Concert Hall, the 2,400-seat Sanford and Dolores Ziff Ballet Opera House, a 200-seat flexible space Carnival Studio Theater, and the 57,000-square-foot central Plaza for the Arts outdoor performance space.

The Adrienne Arsht Center is proud to be home to three artistic resident partners:

- Florida Grand Opera: formed in 1994 by the merger of Greater Miami Opera and The Opera Guild Inc. of Fort Lauderdale FGO stands as one of the oldest performing arts organizations in Florida. It combines a rich history of presenting internationally-acclaimed artists, lesser know operas by great composers as well as commissions of works of living composers.
- Miami City Ballet: is among the largest ballet companies in the country. Since 1986, MCB has toured more than 100 U.S. cities, Europe, Great Britain, South America, Central America, and Israel. MCB currently performs in four counties in Florida with an active repertoire of 88 ballets
- New World Symphony: has prepared 680 graduates for leadership position in orchestras and ensembles around the world. Since its inaugural concert in 1988 NWS has performed around the globe

Basic Function

Under the supervision of the Membership Manager and Director, Donor Relations the Member Relations Assistant serves as liaison between current members and the Adrienne Arsht Center. The Member Relations Assistant will view all member related activities, performances, programs, events, contacts and relationships as opportunities to improve services and positively impact member retention. This position provides administrative support to the development department.

Immediate Priorities:

- Gain a working knowledge of Tessitura system and its applications (first 3-6 months)
- Establish department's customer service standards for members
- Gauge awareness and opinions of the Center by drafting and distributing members surveys
- Establish member acknowledgement and touch point standard operating procedures

Responsibilities

- Counted among the responsibilities of the member Relations Assistant will be to:
- Provide extraordinary customer service; exceeding the expectation of members.
- In collaboration with and under the direction of Membership Manager, implement a systematic plan that addresses the needs and concerns of each prospective and active member.
- Engage in all aspects of the cultivation, solicitation, acquisition, and application process as directed and most effective;
 1. Maintains and updates member records in constituent database, including gift entry;
 2. Processes gifts and drafts acknowledgement letters;
- Under direction aggressively implement a structured program for fostering strong relationships with members;
- Strengthen the existing guidelines for membership that will preserve the integrity of the Adrienne Arsht Center brand and enhance its institutional identity;
- Support and attend the ongoing donor-prospect cultivation program on evenings of performances;
- Provide administrative support as needed by the department to maintain accurate member records.

Ideal Experience

The Member Relations Assistant should have the following type of experience and qualifications:

- A minimum of three years of significant customer service experience in the hospitality, retail, sports or entertainment or related industries
- Professional experience with strategic and operational planning and implementation of fundraising initiatives and best industry practices;
- A record of professional success in assisting raising funds through traditional non-profit fundraising;
- A successful track record as an exceptional communicator, in writing as well as verbally;
- Demonstrated organizational skills that have produced effective results and can support the effective productivity of others.

Personal Characteristics

The Member Relations Assistant should be:

- A big-picture thinker with a belief in and commitment to the mission of the Adrienne Arsht Center and the performing arts; who by example and with integrity sets and meets high standards of expectation and excellence introspectively and with others;
- Resolute yet diplomatic; firm yet respectful of other's concerns; flexible and creative in finding alternative and accurate solutions to challenges;
- Skilled at listening; charismatic at communication with the ability to build trusting relationships with individuals and groups in this diverse community;
- Innate ability to manage multiple tasks and project under deadlines;
- Intermediate knowledge of Microsoft Outlook and Microsoft Office (Word, Excel and PowerPoint), Ticketing software (Tessitura, Ticket Master, Archtics) and Artifax, Facebook and other social networking engines.

Note: This position requires flexibility in scheduling the workday, as this position requires irregular hours.

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

Member Relations Assistant Search
The Adrienne Arsht Center
1300 Biscayne Boulevard
Miami, FL 33132
Attention: Trish Brennan, Vice President, Human Resources

Fax: 786-468-2001

Email: resumes@arshtcenter.org, with Member Relations Assistant in the title line.

The Adrienne Arsht Center is an Equal Opportunity Employer