

Part-Time Customer Service Representative

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

FLSA Status: Part-time, Non-exempt

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

Set in the heart of downtown Miami and designed by world-renowned architect Cesar Pelli, the Adrienne Arsht Center for the Performing Arts of Miami-Dade County is one of the world's leading performing arts organizations and venues. Spotlighting legends and serving as a launch pad for local artists to make their mark on the international stage, the Center presents nearly 500 events each year across its eight flexible, state-of-the-art performance spaces. The Center programs 12 signature series, including the largest jazz series in South Florida, the biggest flamenco festival on the East Coast, and a robust program of new theatrical works as well as free programming for the community and an arts education program that serves nearly 30,000 children each year. Since opening in 2006, the Arsht Center, a 501C3 non-profit organization, has emerged as a leader in presenting innovative programming that mirrors South Florida's diversity as well as a catalyst for billions of dollars in new development in the downtown area. The Center includes the 2,200-seat Knight Concert Hall, the 2,400-seat Ziff Ballet Opera House, a 200-seat flexible space Carnival Studio Theater, and the 57,000-square-foot central Thomson 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 known 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 98 ballets.
- New World Symphony, America's Orchestral Academy: prepares 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

Reporting to the Ticketing Services Manager, the Part-time Customer Service Representative (CSR) is responsible for providing exceptional customer service and proactive solutions to ticketing, subscriptions, parking, dining and other related services as requested by the visitors and patrons of the Arsht Center. This professional will be a key member of the Box Office and Operations team and will help to service the needs of visitors and patrons to position the Arsht Center as a leader in customer relations in order to ensure the optimal customer experience and maximize sales opportunities. The CSR will have the ability to work a flexible schedule that includes day and evening hours as well as weekends and some holidays.

Responsibilities

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

- Responds to customer inquiries and ticket related requests via live help (in person, by telephone, and online communication).
- Strive to successfully reach established sales goals.
- Ability to listen and understand the customer's needs, and respond quickly, accurately, and politely.
- Provide a closed loop communication with the customer, always striving to resolve open issues. Provide clear timelines for communication on follow-up items.
- Demonstrate empathy for the client and a sense of urgency to assist in resolving their concerns.
- Ability to diffuse and rectify difficult situations.
- Acts as ambassador for the Center
- Acts as liaison to the customer, as needed.
- Works closely with various Center departments, including fund-raising and marketing creating an atmosphere of service excellence.
- Escalates customer issues as appropriate.
- Communicates accurate information.
- Stays current with Center related events.
- Performs other related duties as required and assigned.

Qualifications

- Minimum of 3 years of experience as a Customer Service Representative.
- Knowledgeable and skilled in inbound or outbound call center.
- Bilingual English/Spanish preferred.
- Skilled in data entry.
- Able to work seated at a computer for long periods of time.
- Troubleshooting skills and superb analytical skills: ability to resolve problems.
- Good information gathering techniques to understand customer issues.
- Good understanding of computer, database and internet technologies.
- Highly enthusiastic, positive-minded, customer focused, service and detail oriented.
- Excellent communication skills including clear speaking voice and good use of grammar.
- Preference for working collaboratively in a team environment.
- Ability to be highly productive in a fast paced setting.
- Ability to work effectively and positively with others.

Personal Characteristics

The Part-time Customer Service Representative should be:

- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Dedicated to accomplishing the organization's goals

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 20 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:

Part-time Customer Service Representative
The Adrienne Arsht Center
1300 Biscayne Boulevard
Miami, FL 33132
Attention: Trish Brennan, Vice President, Human Resources

Email: resumes@arshtcenter.org, with Part-time Customer Service Representative search in the title line.

The Adrienne Arsht Center is an Equal Opportunity Employer