

Asia Society Career Opportunity

Location: New York

Position: Box Office Manager (Grade 3)—Code 1508

Application Deadline: February 13, 2015

Visitor Services is seeking a Box Office Manager to ensure the smooth operation of ticket sales for the Asia Society's public programs.

RESPONSIBILITIES:

- Manage the Raiser's Edge and Patron Edge Constituent databases to input, update, and modify records pertaining to all public events and event participants.
- Use the Intranet Calendar to input event information into Patron Edge.
- Update the Patron's Edge Online site as well as Sparks' Site with detailed ticketing information
- Oversee program registrations and confirmations by phone, fax and online M-F, 1:00 pm to 5:00 pm (Tu-F, July 4–Labor Day). Manage Comps, Event entry and preparation M-F during normal office hours.
- Be knowledgeable and provide information about Membership benefits and sell memberships through the Box Office.
- Be knowledgeable and provide information about fundraising events. Sell tickets to fundraising events through the online database.
- Be accurately informed of all aspects of Asia Society's programs and initiatives to inform telephone inquiries, including ticketed box office events, private events, exhibitions, education events and rental events. Provide this information regularly for Visitor Services Staff.
- Work with programmers in developing sales setup that match their marketing campaigns, such as discounted tickets, corporate discount rates, series ticket specials, etc.
- Update the Box Office voice mail system to provide current and accurate information on hours of operation and upcoming programs.
- Provide troubleshooting assistance for Reception Staff on in person sales and Patron Edge procedures.
- Provide account support for online users, such as password recovery, assistance with using our ticketing website, retrieving membership discount
- Provide Reception lists or tickets for all registrants for public/private programs.
- Provide training for Reception Desk Staff on the distribution and sales of tickets during programs and on advance sales for Box Office events.
- Assign account numbers to programs within Patron Edge. Liaison with Finance and provide all needed sales reporting documents.
- Coordinate with IT and Data Services when troubleshooting equipment and credit card sale malfunctions.

Asia
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New York, NY 10021-5088
Phone 212.288.6400
Fax 212.517.8315
www.asiasociety.org

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- Supervise the activities of the Box Office Assistant.
- Cover reception desk and coat room as needed.
- Other duties as assigned.

REQUIREMENTS:

- Bachelor's degree with 1-3 year's related work experience.
- Must have exceptional telephone and customer service skills with the ability to respond to all aspects of ticket sales; i.e. provide information, market programs and events, encourage membership and audience development.
- Must be able to work well under pressure with staff and the public, work independently and manage multiple tasks including tracking of program attendance and have a superb attention to detail.
- Excellent computer skills required: Microsoft Office in Windows, Excel, and database management.
- Raiser's Edge and Patron Edge experience a plus.

HOW TO APPLY:

Please email your cover letter and resume indicating position reference code 1508 and salary requirements to:

Eventsvsjobs@asiasociety.org

Indicate job title and job code in the subject line. Resumes without cover letters will not be accepted. No phone calls, please. Only those candidates considered for an interview will be contacted. Please regard your resume as having been received unless your email is bounced back.

Asia Society is an equal-opportunity employer.

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