



JOB DESCRIPTION

Job Title: Patron Services Assistant
Reports to: Patron Services Manager
Classification: Part time/Non-Exempt (Hourly)
Work Schedule: 15-28 hours per week
Required to work some evenings, one weekend day, holidays, and special event hours

Organizational Summary:

With 11 locations across the globe, Asia Society is the leading educational organization dedicated to promoting mutual understanding and strengthening partnerships among the peoples, leaders, and institutions of Asia and the United States in a global context. Across the fields of arts, business, culture, education, and policy, the Society provides insight, generates ideas, and promotes collaboration to address present challenges and create a shared future. Asia Society Texas Center operates as a separate 501(c)(3) organization and is an affiliate of the Asia Society global network.

Position Overview:

The Patron Services Assistant oversees daily visitor services at the Information Desk (reception) of Asia Society Texas Center (ASTC) during its public hours. This position serves as the front-line for the ASTC in welcoming and educating visitors, promoting membership, and handling a broad array of questions and concerns regarding the organization and its activities.

Responsibilities:

This position entails the following areas of responsibility:

- Provide efficient, courteous, and welcoming service to all visitors to and guests of the Asia Society Texas Center.
- Responsible for researching and recommending Information Desk policies and procedures to the Patron Services Manager.
- Maintain manual of instructions (current policies and procedures) for ASTC Information Desk.
- Ability to recruit, train, evaluate, and motivate Desk staff, interns, and volunteers.
- Responsible for handling ticket sales for ASTC programs, educational classes, and events.
- Account for monies received before and after each day.
- Responsible for handling item sales at snack bar.
- Answer main reception phone, answering basic inquiries (hours, directions, admission, membership, etc.) and redirecting other calls to the appropriate staff member or department.
- Ensure the Desk has current information on membership, programs, exhibitions, and appropriate area maps or brochures.
- Booking guest tours and workshops as requested by ASTC Departments.

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- Courteously and diplomatically handle visitor comments and complaints.
- Process parking vouchers and validation for special guests of ASTC.
- Perform additional general administration duties as requested: opening and routing mail, data entry, visitor and member tracking, tracking event RSVPs and ticket sales, etc.
- Ability to work in a fast-paced environment, adhere to deadlines, and demonstrate flexibility in meeting shifting demands and priorities.
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues.
- Ability to work weekends, holidays, and special event hours.
- Other duties as assigned.

Qualifications:

- Three years of related customer service work experience or an equivalent combination of education, training, experience.
- Strong communication in English; additional (Asian) languages desirable.
- College Degree in a field related to the ASTC organizational mission and function or a related discipline.
- Solid computer and credit card machine skills; knowledge of ticketing point of sales systems highly desirable.

Personal Characteristics:

- Exceptional interpersonal skills, ability to work successfully with extremely diverse constituencies, highly organized, with strong attention to detail, energy, and enthusiasm.
- Maturity, calm under pressure.
- Diplomacy and courtesy under pressure.
- Strong communications skills, written and oral.
- Planning and organizational skills.
- Demonstrated resourcefulness and good judgment.
- Values diversity of thought, backgrounds, and perspectives.
- Personal integrity and ethical standards.
- Constantly looking to apply best practices.
- Predisposition to mentor and subsequently increase responsibilities as team develops.
- Knowledge of visitor service principles, practices, and procedures.
- Knowledge of arts and/or non-profit operations and audiences preferred.
- Interest in Asian culture.

Language Skills:

Ability to read, analyze and interpret event quotes, budgets, and timelines. Ability to respond effectively to sensitive inquiries or complaints. Ability to write plans, press releases, articles, business letters or e-mails. Comfortable and competent in speaking to visitors.



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Reasoning Ability:

Ability to define problems, collect data, establish facts and draw valid conclusions.

Other Skills and Abilities:

Position requires demonstrated applied skills in word processing and spreadsheet operations, including but not limited to, Microsoft Office (Word, Excel and Power Point) and the ability to learn other software related to scheduling. Ability to work without direct supervision in a small office environment is required. Ability to hold a valid Driver's License and possess a car that can be used for work purposes.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

Materials Required for Candidacy:

1. Letter of interest
2. Resume
3. Finalists will be required to provide three current references
4. Background check required

RELOCATION:

Asia Society Texas Center does not provide compensation for interview travel nor relocation expenses.



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HOW TO APPLY:

Please email your cover letter and resume indicating position and salary requirements to:
Human Resources Department, HRDept@asiasociety.org.

Indicate job title 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.