



**Job Title:** Customer Service and Membership Assistant  
**Reports to:** Security and Operations Manager  
**Classification:** Part time/Non-Exempt (Hourly)  
**Work Schedule:** 15-28 hours per week – primarily afternoons, evenings and weekends.

**Organizational Summary:**

With 13 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 Customer Service and Membership 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 is part of a team at Asia Society Texas Center which shares the following areas of responsibility:

- Provide efficient, courteous, and welcoming service to all visitors and guests of the ASTC.
- Promote ASTC mission, membership, and programs.
- Perform additional general administration duties as requested: handling mail, data entry, visitor and member tracking, tracking event RSVPs and ticket sales, etc. using Microsoft Office applications and PatronManager CRM system.
- Maintain manual of instructions (current policies and procedures) for ASTC Information Desk.
- Handle ticket sales for ASTC programs, educational classes, merchandise, and events.
- Use PatronManager box office software to promote and manage ASTC programming.
- 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 reception area has current information on membership, programs, exhibitions, and appropriate area maps or brochures.
- Process renewal solicitations and memberships.
- Courteously and diplomatically handle visitor comments and complaints.
- Process parking vouchers and validation for special guests of ASTC.
- 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.

## **JOB DESCRIPTION (continued)**

### **Qualifications:**

- One to two years of related customer service work experience or an equivalent combination of education, training, experience.
- Solid computer and credit card machine skills; knowledge of ticketing point of sales systems helpful.

### **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.
- Planning and organizational skills.
- 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.

### **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.

### **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.

### **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. Finalists will be required to provide three current references and complete a background check.*