



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Guest Services Manager</b>
<b>Classification:</b>	<b>Full-Time; Exempt</b>
<b>Compensation:</b>	<b>\$42,500 - \$50,000</b>
<b>Benefits:</b>	<b>Paid time off, health insurance, employment retirement contribution of 5% of annual salary plus additional match of up to 5%</b>
<b>Schedule:</b>	<b>Wednesday - Sunday; min. 40 hours per week; will be required to work some evenings</b>
<b>Reports to:</b>	<b>Vice President, Communications and External Affairs</b>

### ORGANIZATIONAL SUMMARY:

Asia Society Texas believes in the strength and beauty of diverse perspectives and people. As an educational institution, we advance cultural exchange by celebrating the vibrant diversity of Asia, inspiring empathy, and fostering a better understanding of our interconnected world. Spanning the fields of arts, business, culture, education, and policy, our programming is rooted in the educational and cultural development of our community — trusting in the power of art, dialogue, and ideas to combat bias and build a more inclusive society.

### POSITION OVERVIEW:

The Guest Services Manager is responsible for ensuring Asia Society Texas (AST) guests have a positive experience and cultivating a guest-focused institutional culture. Working during AST's public hours, Wednesday – Sunday, the Guest Services Manager supervises the Guest Services Team, including hiring, training, evaluating performance, and preparing a monthly schedule. This position is also responsible for financial reporting and data management of the ticketing system, PatronManager. The Guest Services Manager facilitates good communication between front-of-house staff and other departments. Occasional evening shifts are required. Additional duties include working with the VP, Communications and External Affairs to grow and retain AST's membership base, including conducting annual membership drives and members-only programs.

### RESPONSIBILITIES:

#### Guest Services Tasks

- Oversee the daily operations of the Guest Services team during AST's public hours, ensuring superb customer service for AST guests.
- Schedule, train, and supervise Guest Services team to support AST's public hours and programs.
- Ensure adherence to admission procedures, providing outgoing information that is accurate and that the daily register is balanced.
- Maintain a well-informed, working knowledge of the programs, exhibitions, building, and services available for ongoing training of Guest Services team and the general public.
- Communicate professionally with a variety of visitors with diverse backgrounds and interests.
- Resolve guest concerns and complaints to both guests' and AST's satisfaction.
- Maintain current policies, procedures, and training manual for the Guest Services team.



### Patron Manager Tasks

- Maintain well-informed knowledge of PatronManager, supervise data entry and accuracy, build reports for data sharing.
- Manage and consolidate demographic data.
- Build program ticketing links and donation forms for the website.
- Oversee the tracking of building, gallery, and program attendance in coordination with Programs department.
- Work with the Accounting department to ensure proper payment processing, invoicing, and recordkeeping that follows AST policies and procedures.

### Membership Tasks

- Oversee preparation of member renewal and acquisition letters, reporting, mailing, and returns tracking.
- Provide stewardship of various members in close collaboration with the Development department.
- Track all membership data, working with senior management to “move” lower-level members to higher levels of support.

### **QUALIFICATIONS:**

- Associates degree or higher and at least two years of customer service experience or an equivalent combination of education and work experience sufficient to carry out the functions of the position.
- Computer proficiency, including Microsoft Word, Excel, and Access; knowledge of CRM databases like PatronManager a plus.
- Strong verbal and written communication skills.
- Knowledge of guest-service principles, practices, and procedures along with strong customer service skills.
- Knowledge of arts and/or non-profit operations and audiences preferred.

### **PERSONAL CHARACTERISTICS:**

- Excellent interpersonal skills and ability to work collaboratively and professionally with a diverse set of colleagues and customers.
- Detail-oriented with strong planning, organizational, and problem-solving skills.
- Enjoys working in a fast-paced environment.
- Demonstrates a high level of ethics and integrity.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable disabled people to perform the essential functions.



While performing the duties of this position, 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 must occasionally lift and/or move up to 10 pounds, is occasionally required to stand and walk, and is occasionally exposed to wet and/or humid conditions and outside weather conditions.

The noise level in the work environment is usually moderate.

**RELOCATION:**

Asia Society Texas Center does not provide compensation for interview travel or relocation expenses.

**HOW TO APPLY:**

Please email your cover letter and resume to: [HRDept@asiasociety.org](mailto:HRDept@asiasociety.org). Indicate job title in the subject line.

*Incomplete applications will not be accepted. No phone calls, please. Only those candidates considered for an interview will be contacted. Finalist will be required to provide three current references and complete a background check.*

*Asia Society Texas Center (ASTC) is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex, or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances. ASTC's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs, and general treatment during employment.*

*We are interested in every qualified candidate who is eligible to work in the United States. However, we are not able to sponsor visas.*