



# Asia

Society  
Texas Center

## **JOB DESCRIPTION**

**Job Title:** Guest and Volunteer Engagement Manager  
**Reports To:** Senior VP of Operations and Strategic Initiatives  
**Supervises:** P/T Guest Services Associates (4)  
**Classification:** Fulltime/Exempt  
**Work Schedule:** Min. 40 hours per week; will be required to work some Evenings, weekends, holidays and special event hours

### **Organizational Summary:**

With 12 locations throughout the world, Asia Society is the leading educational organization promoting mutual understanding and strengthening partnerships among the peoples, leaders, and institutions of Asia and the United States. Asia Society Texas Center executes the global mission with a local focus, enriching and engaging the vast diversity of Houston through innovative, relevant programs in arts and culture, business and policy, education, and community outreach. Asia Society Texas Center operates as a separate 501(c)(3) organization and is an affiliate of the Asia Society global network.

**Position Overview:** Guest and Volunteers Engagement Manager (GVEM) is responsible for ensuring that guests and volunteers to the Society have a positive experience through efficient and pleasant interaction with the Guest Engagement Staff (GES). GVEM is responsible for creating, promoting and cultivating guest focused institutional culture. Specific duties include the supervision of the GVES Team, including hiring, training, evaluating performance and preparing a weekly schedule. This position is also responsible for financial reporting and data management of the ticketing system, Patron Manager. This person must work closely with other departments to ensure good communication between all front-of-house staff with all other departments. Occasional weekend shifts are required. Specific duties include developing a strategic plan to grow and sustain members and volunteers, conducting annual membership and volunteer drives, special events and programs for ASTC members.

**Requirements:** Bachelor's Degree with course work in Fine Arts/Administration/Business required. Two years of related customer service and working with the public experience including at least one year of supervisory experience; or an equivalent combination of education, training and experience.

## **Responsibilities:**

### **Guest and Volunteer Services Management**

- Manage the daily operations of the Guest Engagement team with a focus on guest and volunteer services, organization and efficiency
- Promptly schedule, train, and supervise GVE team
- Ensures that guests and volunteers are attended to professionally
- Ensure adherence to admission procedures, providing outgoing information that is current and accurate and that the daily register is balanced
- Maintain a well-informed, working knowledge of the exhibitions, building and services available for ongoing training of GVE team and the general public
- Serve as an advocate for the guests and the volunteers while simultaneously promoting the mission of the ASTC; communicate with a variety of visitors with diverse interest and ensure a positive experience;
- Resolve guest and volunteer concerns and complaints to their satisfaction and to the ASTC's
- Compile current policies, and procedures manual for the GVE Department
- Develop and maintain the guest and volunteer management training manual
- Provide stewardship of various membership and volunteer categories and groups in close collaboration with other departments and staff, particularly with the development department
- Track all membership categories, working with senior management to "move" lower-level members to higher levels of support
- Coordinate the training and management of the ASTC volunteer pool, including scheduling volunteers for all ASTC program pillars or organization wide events
- Utilizes volunteer management data base
- Represent ASTC at community events, meetings and informal gatherings

### **Administrative Tasks Management**

- Coordinate ordering all office, ticketing and break room supplies for the ASTC
- Coordinate consolidation and maintenance of hard copy file documentation on members
- Coordinate preparation of member renewal reports, acquisition letters mailing and, returns tracking
- Work with the VP of Finances to ensure proper invoicing, timely payments and processing; input and process of sales income; work with accounting staff to ensure Society payment policies and procedures are followed, and record keeping is accurate and timely to maintain financial and data integrity

### Patron Manager Tasks

- Maintain a well-informed working knowledge of Patron Manager, supervise data entry and accuracy, build reports for data share
- Enhance, implement and maintain procedures for Patron Manager
- Manage, consolidate and analyze demographic data
- Generate and analyze attendance reports for marketing that include the total number of visitors, how they heard about ASTC, area of origin, etc.
- Coordinate the tracking of building, gallery, grand hall and program attendance in coordination with Programs Team and the Guest Engagement Associates
- Build ticketing links, programs and donation forms for the website

### Qualification/Skills:

- Strong interpersonal, people skills
- Exercise tact, diplomacy and courtesy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues
- Knowledge of ticketing point of sales systems is a plus
- Ability to train, direct, supervise, evaluate and motivate staff and volunteers
- Ability to work in a fast paced environment and adhere to deadlines
- Ability to establish and maintain effective working relationships with staff, volunteers and members of the public
- Knowledge of guest service principles, practices, and procedures
- Knowledge of arts and/or non-profit operations and audiences preferred
- Interest in Asian culture
- Business math skills
- Ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all areas of the ASTC
- Ability to understand and implement the Society's mission, activities, services and programs; interpret policies and procedures for the visitor, suggest solutions and initiatives to refine policies and systems
- Strong planning and organizational skills
- Must have reliable transportation, a valid Texas Driver's License and pass a background check

### 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 20 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.

**How to Apply:**

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