



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Guest Services Associate</b>
<b>Classification:</b>	<b>Part-Time; Non-Exempt</b>
<b>Compensation:</b>	<b>\$12.00/hour</b>
<b>Schedule:</b>	<b>Up to 15-24 hours per week; will be required to work some evenings and weekends</b>
<b>Reports to:</b>	<b>Guest Services Manager</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 Associate oversees daily visitor services at Asia Society Texas (AST) during public hours. This position serves as the front line in welcoming and educating visitors, promoting membership, and handling a broad array of questions and concerns regarding the organization and its activities.

### RESPONSIBILITIES:

The Guest Services Team shares the following areas of responsibility:

- Provide efficient, courteous, and welcoming service to all visitors and guests.
- Promote AST's mission, membership, and programs.
- Perform general administration duties as requested: handling mail, data entry, visitor and member tracking, maintaining event RSVPs and ticket sales, etc., using Microsoft Office applications and the PatronManager CRM system.
- Maintain a manual of instructions (current policies and procedures) for the AST Information Desk.
- Handle ticket sales for AST programs, educational classes, merchandise, and events.
- Use PatronManager box office software to sell tickets and memberships and manage customer data and reporting.
- Answer basic inquiries (hours, directions, admission, etc.) in person, via email, and phone, and redirect calls to the appropriate staff member or department.
- Ensure the reception area has current information on membership, programs, exhibitions, and appropriate brochures.
- Courteously and diplomatically handle visitor comments and complaints.
- Process parking vouchers and validations for special guests of AST.
- Availability to work weekdays, evenings, weekends, holidays, and/or special event hours.
- Other duties as assigned.

### QUALIFICATIONS:

- One to two years of related customer service work experience or an equivalent combination of education, training, and experience.
- Proficient computer skills and use of Microsoft Office software; knowledge of ticketing point of sales systems helpful.



### **PERSONAL CHARACTERISTICS:**

- Exceptional interpersonal skills and ability to work successfully with extremely diverse constituencies.
- Highly organized, with strong attention to detail.
- Maturity, diplomacy, and calm under pressure.
- Strong communication skills.
- Values diversity of thought, backgrounds, and perspectives.
- Personal integrity and ethical standards.
- Ability to work in a fast-paced environment, adhere to deadlines, and demonstrate flexibility in meeting shifting demands and priorities.

### **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 handle or feel, reach with hands and arms, speak, and 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 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 the 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. The 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.*