

Asia Society Career Opportunity

Location: New York

Position: Visitor Services Coordinator Code 1916

Purpose:

To ensure that all visitors to Asia Society's New York headquarters building are welcomed warmly, professionally treated and made aware of all the benefits of engagement with Asia Society. This is a player-coach supervisory position where the incumbent will lead by example as well as manage and train a team of part-time and volunteer staff who interface with visitors and support the objectives of the department, as listed in the responsibilities below.

RESPONSIBILITIES:

- Creates a highly positive experience for museum and institution guests that encourages repeat visitation, membership conversion and positive word of mouth for the Society
- Proactively and warmly welcomes guests, members and groups in a cheerful, receptive manner at all times.
- Leads training, scheduling and assigning work to visitor service staff and volunteers
- Oversees opening and closing of the facility
- Tracks and monitors attendance and visitation
- Oversees coat check staffing and management
- Coordinates with programmers for lobby registration of events
- Proactively markets Asia Society opportunities to visitors, selling museum admission, program tickets, memberships and institutional services.
- Works closely with Box Office Senior Coordinator in ticket processing and distribution.
- Processes credit cards and cash transactions.
- Answers phone calls in a friendly manner, providing requested information about museum, programs and services
- Ensures smooth flow of visitors by helping to guide visitors to various locations.
- Resolves complaints from guests and members on site or escalates to management as needed.
- Stays abreast of current and upcoming exhibitions, programs, special events, services and marketing campaigns.
- Helps maintain inventory of printed information and marketing materials and ensures signage is properly placed.

Asia
Society



Founded in 1956 by
John D. Rockefeller 3rd

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725 Park Avenue
New York, NY 10021-5088
Phone/Fax 212.288.6400
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- Working with security to ensure VS staff is trained in active shooter training, fire, emergencies, first aid and CPR
- Perform all other duties as required and assigned.

QUALIFICATIONS:

- Bachelor's degree or equivalent.
- 2-3 years related work experience.
- Proficiency with computers/Microsoft Office Suite.
- Salesforce experience and ACME box office software knowledge a plus.
- Exceptional customer service skills public relations techniques, including phone etiquette
- Previous museum experience and foreign language skills preferred.
- Must be available to work weekends, evenings and holiday periods.

COMPETENCIES:

Job Specific

- Enjoy working with the public, meeting new people and partnering with various departments within the Society.
- Be a positive team player with excellent interpersonal skills, including conflict resolution.
- Communicate effectively with co-workers and the public, including public speaking.
- Ability to problem solve and deal with a variety of variables in situations.
- Proficient organizational and time management skills with strong multi-tasking abilities.
- Work independently and make appropriate decisions.

Other

Leadership:

- Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals
- Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

Professional and Results-Oriented:

- Seeks to consistently produce results that achieve goals and objectives
- Conscientious and efficient in meeting commitments and observing deadlines
- Able to work independently with minimum supervision
- Good judgment, tact and discretion
- Ability to translate ideas into action

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- Good ambassador for Asia Society, with current knowledge about the organization locally and globally

Collaboration and Teamwork:

- Excellent skills in communicating with people from different cultures, backgrounds, and across time zones
- Works with others towards common purposes to achieve shared goals by developing and maintaining responsive, cooperative and mutually beneficial internal and external relationships
- Acts as a global facilitator to have conversations, exchange ideas and build understanding

Innovation:

- Identifies new and creative ways of doing something or solving a problem that improves, changes and results in value to the organization and constituencies (could be through technology or introducing new ways of thinking)
- Uses technology for impact, reach and efficiency, such as through social media, databases, etc.

Technical Expertise:

- Professional competencies in the related field of work
- Recognizes trends in theory and practice of one’s own technical area and effectively prepares for anticipated changes
- Comfortable with using Salesforce suite of products, as well as other tools, including social media proficiency

How To Apply:

Please email your cover letter, resume, and salary requirements to asiastorejobs@asiasociety.org Indicate job title and reference code 1916 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.

Asia Society is an equal opportunity employer.

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