

Asia Society Career Opportunity

Location: New York

Position: On-Call Visitor Engagement Assistants

Code: 2202

The Asia Society and Museum located at 725 Park Avenue is hiring Visitor Engagement Assistants to ensure that all visitors to The Asia Society's New York headquarters building are welcomed warmly, professionally treated and made aware of all the benefits of engagement with The Asia Society; interfacing with visitors and supporting the objectives of the department, as listed in the responsibilities below.

RESPONSIBILITIES:

- Create a 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
- Assists with the opening and closing of the facility
- Tracks and monitors attendance and visitation
- Proactively markets The Asia Society opportunities to visitors, selling memberships and promoting institutional services
- Processes credit card transactions
- Answers phone calls in a friendly manner, providing requested information about museum, programs and services
- 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
- Provides break coverage for AsiaStore
- Perform all other duties as required and assigned

QUALIFICATIONS:

- 1-2 years related work experience
- Proficiency with computers/Microsoft Office Suite
- Salesforce experience and virtual 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

Start Date: Availability starting August 30th, **Pay Rate:** \$15.00/hr.

Asia
Society



Founded in 1956 by
John D. Rockefeller 3rd

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How to apply:

Please email your cover letter and resume to: eventsvsjobs@asiasociety.org. List job code 2202 and job title in the subject line.

The Asia Society is an equal opportunity employer.