



Navigating Shared Futures

Asia Society Career Opportunity

HONG KONG

HOUSTON

LOS ANGELES

MANILA

MELBOURNE

MUMBAI

NEW YORK

SAN FRANCISCO

SEOUL

SYDNEY

TOKYO

WASHINGTON, D.C.

ZURICH

Location: New York

Position: Visitor Engagement Assistant - Code 2202

SUMMARY:

Established in 1956 by John D. Rockefeller 3rd, we are the leading educational institution dedicated to promoting mutual understanding and strengthening partnerships across people, leaders, and institutions of Asia and the United States in a global context. Across the fields of arts, business, culture, education, and policy, we provide insight, generates ideas, and promotes collaboration to address present challenges and create a shared future.

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



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- 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 Asia Store
- 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

PAY RATE: \$15.00/hr

HOW TO APPLY:

Please email your cover letter and resume, indicating position reference code 2202, to:

eventsvsjobs@asiasociety.org.

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.