

On Call Visitor Services Assistants

The inaugural Asia Society Triennial, a festival of art, ideas, and innovation, begins on October 27, 2020. This first edition of the Asia Society Triennial, titled *We Do Not Dream Alone*, will be composed of a multi-venue exhibition, interdisciplinary panels, forums, and performances.

In anticipation of this exhibition, Asia Society and Museum located at 725 Park Avenue is hiring Visitor Services Assistants 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, 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
- Helps with the opening and closing of the facility
- Tracks and monitors attendance and visitation
- Proactively markets Asia Society opportunities to visitors, selling memberships and 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
- 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 and holiday periods, hours may vary

How to apply:

Please email your cover letter, resume and salary expectations to: eventsvsjobs@asiasociety.org. List job code 2014 and job title in the subject line.

Asia Society is an equal opportunity employer.