

## Asia Society Career Opportunity

**Location:** New York  
**Position:** Box Office Manager, New York Public Programs (Grade 5)  
– Code 108  
**Posted:** 12/1/09

### Purpose:

Ensures the smooth operation of ticket sales for the Asia Society's public programs.

### Responsibilities:

- Manage the Raiser's Edge and Patron Edge constituent databases to input, update, modify, and delete records pertaining to all public events and event participants.
- Use the Intranet Calendar to input event information into Patron Edge.
- Update the Patron Edge Online site with detailed ticketing information.
- Oversee program registrations and confirmations by phone, fax, and online M-F 1 pm to 5 pm (Tu-F, July 4 –Labor Day). Manage comps, event entry, and preparation M-F during normal office hours.
- Be knowledgeable and provide information about Membership benefits and sell memberships through the Box Office.
- Be knowledgeable and provide information about fundraising events. Sell tickets to fundraising events through the online database.
- Be accurately informed of all aspects of Asia Society's programs and initiatives to inform telephone inquiries, including ticketed box office events, private events, exhibitions, education events, and rental events. Provide this information regularly for Visitor Services Staff.
- Update the Box Office voice mail system to provide current and accurate information on hours of operation and upcoming programs.
- Provide troubleshooting assistance for Reception Staff on in person sales and Patron Edge procedures.
- Provide Reception lists or tickets for all registrants for public/private programs.
- Provide training for Reception Desk Staff on the distribution and sales of tickets during programs and on advance sales for Box Office events.
- Assign account numbers to programs within Patron Edge. Liaison with Finance and provide all needed sales reporting documents.
- Troubleshoot with IT and Data Services when printers or credit card sales malfunction.
- Supervise the activities of the Box Office Assistant.
- Cover reception desk and coatroom as needed.
- Other duties as assigned.

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**WORLD HEADQUARTERS:**  
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Phone 212.288.6400  
Fax 212.517.8315  
[www.asiasociety.org](http://www.asiasociety.org)

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### Requirements:

- Bachelor's Degree and 3-4 year's related work experience preferred.
- Must have exceptional telephone and customer service skills with the ability to respond to all aspects of ticket sales; i.e. provide information, market programs and events, encourage membership, and audience development.
- Must be able to work well under pressure with staff and the public, work independently, and manage multiple tasks including tracking of program attendance, and have a superb attention to detail.
- Excellent computer skills required: Microsoft Office in Windows, Excel, and database management.
- Raiser's Edge and Patron Edge experience a plus.

### How to apply:

For positions in New York, please email your cover letter and resume indicating position reference code and salary requirements to: [HR@asiasoc.org](mailto:HR@asiasoc.org). Indicate job title 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.

Thank you for your interest in the position and Asia Society. Subscribe to eNews, our weekly email newsletter, and receive information on Asia Society programs and activities: [AsiaSociety.org/eNews](http://AsiaSociety.org/eNews).

*The Asia Society is an equal-opportunity employer.*

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