



## **VISITOR SERVICES & ADMINISTRATIVE SERVICES MANAGER (TEMPORARY POSITION)**

Japan Society is seeking an experienced professional to manage the visitor services and administrative services functions for the period of April-August 2020. This position manages the box office and visitor services as well as office services. This position interfaces with the public, vendors and staff. The Visitor Services & Administrative Services Manager is responsible for supervising the Visitor Services Associates, and the Finance and Administration Department's Administrative Assistant.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### Visitor Services and Box Office

- Hire, supervise and train Visitor Services and Front Desk staff;
- Resolve customer-service issues and ticketing problems;
- Administer Box Office ticketing system including setting up events, troubleshooting ticket problems, arranging for refunds and exchanges as necessary;
- Maintain stock of ticketing supplies;
- Develop monthly Visitor Services staffing schedule;
- Provide coverage for Visitor Services, Front Desk, and Mailroom as needed.

#### Administrative Services

- Supervise Administrative Assistant who provides staffing for Front Desk and Mailroom;
- Maintain and order office and other supplies. Ensure Japan Society receives the most competitive prices;
- Ensure use of most-cost effective shipping methods;
- Prepare invoices for payment.
- Other duties to be assigned.

### **QUALIFICATIONS:**

- BA/BS and minimum three years experience in visitor services and office administration or related field;
- Must be detail-oriented and possess excellent organizational skills;
- Outstanding interpersonal and customer service skills;
- Ability to problem-solve;
- Strong teamwork orientation;
- Excellent proficiency in Microsoft Office;
- Experience with point-of-sales and/or ticketing software;
- Experience with SeatGeek SR04 application and/or Ticketure application a plus.

**To Apply:** Submit resume and cover letter to the Director of Human Resources at [jobs@japansociety.org](mailto:jobs@japansociety.org).

Founded in 1907, **Japan Society** in New York City presents sophisticated, topical and accessible experiences of Japanese art and culture, and facilitates the exchange of ideas, knowledge and innovation between the U.S. and Japan. More than 200 events annually encompass world-class exhibitions, dynamic classical and cutting-edge contemporary performing arts, film premieres and retrospectives, workshops and demonstrations, tastings, family activities, language classes, and a range of high-profile talks and expert panels that present open, critical dialogue on issues of vital importance to the U.S., Japan and East Asia. For more information, visit our website <http://www.japansociety.org>.

**Japan Society is an Equal Opportunity Employer committed to a diverse workforce.**