



VISITOR SERVICES ASSOCIATE – PART TIME

ABOUT JAPAN SOCIETY

Japan Society is the premier organization connecting Japanese culture, business, and society with audiences in New York and around the world through innovative programs in arts and culture, public policy, business, sustainability, and education, online and on-site at our headquarters in a landmarked New York City building. Since 1907, our mission has been to promote mutual understanding and *kizuna* – forging deep connections – between the U.S. and Japan, by convening critical conversations, championing future creators, and serving as a trusted guide to the abundance of Japan. We are committed to strengthening connections within our community and building new bridges beyond.

DESCRIPTION:

The **Visitor Services Associate** maintains the Japan Society's visitor services desk as an ambassador interacting with the general public. This includes greeting and welcoming visitors, answering questions, providing information about exhibits and programs, selling tickets, and promoting memberships.

Duties include: processing ticket orders and gallery admissions; selling memberships; light clerical duties; accepting packages; dealing with visitors, trustees, donors, and vendors on the phone and in person, and assisting with related activities and projects.

Requirements

- Customer service experience
- Strong communication skills
- Excellent interpersonal skills and comfort interacting with the public
- Ability to multi-task and to handle multiple phone lines
- Computer proficiency
- General office experience
- Must be dependable and punctual
- Must be comfortable working in various work environments including outdoors
- Knowledge of Japanese culture and/or language is a plus, but not required

The position is part-time/hourly, with variable hours up to 20 per week. We are currently in particular need of candidates who are open to working on **Saturdays and Sundays**. Entry into Japan Society's building requires full vaccination against COVID-19 and proper health and safety protocols are in place.

To Apply: Email your resume and cover letter to the Chief Operating Officer, at jobs@japansociety.org.