



## **Portland Japanese Garden seeks Seasonal, Full-Time Member Services Associate**

### **Position Overview**

The Member Services Associates are responsible for welcoming members and guests to the garden, general cashiering, and providing support to the Member Services Team. The Member Services Associates report to the Assistant Membership Manager and are part of the Member Services Team.

This seasonal position is expected to start March 2<sup>nd</sup> and runs through September 30<sup>th</sup>.

### **Primary Duties**

- Engage with Members and guests with a positive and outgoing demeanor
- Sell new and renewed memberships to guests of the Garden
- Assist members with updating their accounts and provide them with information regarding their benefits and upcoming member events
- Provide member and guest check-in at the Welcome Center
- Answer the Membership phone and return calls as needed
- Sell tickets for Member and public events
- Enforce Garden policies and etiquette
- Serve as a front of house ambassador for Portland Japanese Garden
- Communicate with other front of house staff using radio
- Assist with event check-in and staff evening events as needed
- Assist the Membership Office with member packets and other tasks as needed
- Adhere to all cash handling and credit card transaction procedures and policies
- Maintain a high level of accuracy in the processing and handling of the Garden's assets
- Other duties as assigned

### **Other Responsibilities**

- Familiarize oneself with the organization and the Employee Handbook
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork, and creating an atmosphere of open, honest, two-way communication
- Serve as a role model for Garden volunteers, providing support and encouragement to volunteers in their roles across the Garden
- Maintain a high level of professionalism in manner and appearance
- Able to manage oneself and work individually or in a team setting
- Adhere to Garden Dress Code and wear Garden uniform

### **Qualifications**

- At least two years of customer service experience; museum or cultural institution experience preferred
- At least one year of sales, cash handling, and POS experience

## Special Requirements

- Must be able to work weekends
- Must be able to work in all types of weather conditions
- Must be able to remain in a stationary position and/or move about the Garden for several hours
- Must be comfortable working in close proximity to other staff
- Must be comfortable using a radio with an earpiece

## Compensation & Schedule

- Wage: \$14.50/hour to start, with an increase to \$15.00/hour after successful completion of the 90-day introductory period
- This is a full-time, hourly position with approximately 40 hours per week. Shift times range from 7:30am to 7:30pm, with occasional early morning or evening and weekend work required.

## Applications

To apply, please email a resume, cover letter, and three work-related references to [humanresources@japanesegarden.org](mailto:humanresources@japanesegarden.org), with "Seasonal Member Services" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, February 21<sup>st</sup>, 2020**.

All submitted applications will be held in confidence.

We encourage all potential applicants to watch our video entitled "[Come to Understand: Welcome to Portland Japanese Garden](#)" (5:56 minutes).

## Organization Overview

Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. The Garden has a year-round staff of 85+ FTE's and 30+ seasonal staff, supplemented by over 200 volunteers. All of our staff play a vital role in helping our visitors experience the beauty and tranquility of the garden and expand their understanding of Japanese culture.

A few of the benefits our employees enjoy include:

- Working at a beautiful, authentic Japanese garden, overlooking the city
- Incentives for alternative transportation for your commute to work
- A workplace culture that prioritizes hiring and promoting from within
- Access to the Garden for you, your family, and your friends
- The opportunity to attend a variety of cultural events
- Reciprocal access to other area attractions, such as the Lan Su Chinese Garden, Portland Art Museum, and the Oregon Zoo

Portland Japanese Garden is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.