



Portland Japanese Garden seeks Seasonal, Full-Time Visitor Services Representative

Position Overview

Visitor Services Representatives work as a team and are responsible for providing exceptional customer service to the Garden's visitors and assisting with many aspects of operational functions. This position is great for someone who enjoys being outdoors and would enjoy helping and interacting with garden visitors. Visitor Services Representatives report to the Operations Manager for Visitor Services.

This position is a seasonal, full-time position consisting of 35 to 40 hours per week. The position starts at the beginning of April, and the season runs until the end of September.

Primary Duties

- Patrol the Garden grounds
- Greet visitors and answer garden related questions
- Assist visitors with local area questions – directions, transportation, restaurants
- Enforce garden policies and etiquette
- Assist with opening and closing grounds
- Assist with maintaining overall garden appearance and cleanliness – sweep benches and pathways, empty trash cans, tidy and restock restrooms, maintain staff kitchen areas
- Answer and direct phone calls
- Drive shuttle bus, transporting visitors on garden grounds
- Clean and fuel shuttle bus
- Staff evening events as needed
- Serve as a front-of-house ambassador for the Portland Japanese Garden
- 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
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code and wear Garden uniform

Qualifications

- At least two years of customer service experience
- Current driver's license: must be able to supply a satisfactory DMV report once hired

Special Requirements

- Flexible schedule with the availability of days, evenings, and weekends as required
- 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 able to lift up to 40 lbs.
- Reliable, positive, cooperative, team-oriented attitude

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 seasonal, full-time, hourly position with 35-40 hours per week.
- Shifts are typically 8 hours (plus ½ hour lunch), staggered between 7:45am and 8:00pm (or 10:00pm for occasional evening events).

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Visitor Services" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, March 6th, 2020**.

All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. The Garden has a year-round staff of 95+ FTE's and 35+ 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
- A 30% discount on most items in the gift shop
- Reciprocal access to other area attractions, such as the Lan Su Chinese Garden, Portland Art Museum, and the Oregon Zoo

The 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.