



Portland Japanese Garden seeks Seasonal, Full-Time Retail Associate

Position Overview

The Retail Associate reports directly to the Retail General Manager and is responsible for assisting with the overall operation of the retail department with a focus on customer service and cash handling in the Gift Shop.

Primary Duties

- Work on the retail floor with sales, answering customer questions, and providing excellent customer service
- Follow standard cash handling procedures and policies
- Pro-active in answering and solving visitor/customer inquiries in person and by phone
- Responsible for maintaining appearance and inventory of the gift shop for optimal sales, including regular housekeeping, organizing, and monitoring stock levels of products and supplies
- Participate in maintaining store signage, product handouts, and the product information binder (for gift store and retail events in conjunction with the Retail Supervisor)
- Utilize knowledge about the Garden and Garden events in the selling of products both in the gift shop and online
- Participate in organizing and maintaining stockroom and shipping area in conjunction with Retail Supervisor
- Participate in receiving activity including verifying packing slips, stickering, and stocking
- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, dress code, and personal appearance.
- Other duties as assigned

Other Responsibilities

- Work special Garden events as required, including necessary setup or take-down tasks
- Attend regular retail department meetings and other Garden meetings as required
- Acquire and maintain current knowledge about the Garden and Garden events
- 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

- 1-2 years retail experience preferred
- Excellent customer service and cash handling skills, and attention to detail in a fast-paced retail environment
- Proficient on a computer

- Familiarity with point-of-sale programs and other programs such as Microsoft Word, Excel, and Outlook preferred

Special Requirements

- Flexible work schedule, including weekends and evenings
- Must be comfortable lifting up to 40lbs
- Knowledge of or interest in Japanese culture and/or bilingual in Japanese is a plus

Compensation

- Starting wage: \$13.50 per hour
- This is a full-time, hourly position. 36-40 hours per week. Work shifts will include weekends and may vary from 8:30am-5:00pm or 11:00am-7:30pm (this includes a 30 minute, unpaid lunch), and as needed for occasional after-hours events

Applications

To apply, please email a resume (no more than two pages), cover letter, and list of three work related references to Human Resources, humanresources@japanesegarden.org, with the subject "Retail Associate". Please no phone calls, mailed, or hand delivered applications. Submit application materials by May 14, 2017.

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. Founded in 1963 and nestled in Washington Park above downtown Portland, Oregon, the Garden is one of the most important Japanese cultural institutions in North America. 400,000 visitors annually visit this national treasure and participate in its art, cultural, and educational programs. The Garden strives to provide every visitor with an inspiring experience of the beauty and tranquility of the Japanese garden art form. At the same time, the Garden is at the beginning point of engaging diverse audiences to expand their understanding of Japan and themselves. Formal and informal education and cultural programs are offered so that visitors of any background or age will find something that is personally meaningful to them. First-of-a-kind art exhibitions focused on Japanese arts, artists, and craftsmanship illuminate cross-cultural dialogue and understanding of the Japanese garden as an art form.

An expansion of educational and visitor facilities has long been needed because the Garden's original facilities were designed for 30,000 visitors/year. Internationally renowned Japanese architect Kengo Kuma has designed a Cultural Village with new educational and visitor facilities and a new entry area on SW Kingston. Garden Curator Sadafumi Uchiyama has designed new garden areas to surround the Village and entry area. Construction of this Cultural Crossing project began in September 2015 and completed April 2017. As part of this project, the Garden has also launched a comprehensive training program for Japanese garden professionals and amateurs, the Japanese Garden Training Center.

The Garden has a year-round staff of 80+ FTE's and 20+ seasonal staff supplemented by over 300 volunteers. It is an exciting time at the Portland Japanese Garden – a time to help this historic organization set the course for a successful next 50 years with expanded facilities and programs.