



## **Portland Japanese Garden seeks a Seasonal Full-Time Visitor Services Representative**

### **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. 350,000 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 adjacent to the original Garden. Garden Curator Sadafumi Uchiyama has designed seven new garden areas to surround the new buildings. Construction of this *Cultural Crossing* project began in September 2015 and will be completed by April 2017. As part of this project, the Garden is also developing a comprehensive training program for Japanese garden professionals and amateurs, the *International Institute for Japanese Garden Arts and Culture*.

The Garden has a year-round staff of 45 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.

### **Position Overview**

The Visitor Services Department is overseen by the Assistant Operations Manager who works closely with the Visitor Services Supervisor. The Visitor Services Department is responsible for providing exceptional customer service to the Garden's visitors and members and will assist with all aspects of operational functions of the Garden. The Visitor Services Representative will report directly to the Visitor Services Supervisor. This position is a seasonal full-time position consisting of 32-40 hours per week with season beginning in March and running into October.

### **Description of Duties**

- Driving shuttle bus – transporting visitors on Japanese Garden grounds
- Garden rounds – roving, bench and pathway sweeping
- 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
- Light maintenance of public and staff areas – emptying trash cans, tidying public restrooms and staff kitchen area, restocking restrooms
- Perform light shuttle bus maintenance – cleaning and fueling shuttle
- Staff evening events as needed
- Serve as a front-of-house ambassador for the Portland Japanese Garden
- Perform other duties as assigned

### **Other Responsibilities**

- Familiarize oneself with the organization
- 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 customer service experience
- Current driver's license: must be able to supply satisfactory DMV report

### **Special Requirements**

- Must be able to work in all types of weather conditions
- Must be able to stand and/or walk for several hours
- Ability to lift up to 40+ pounds
- Flexible schedule with the availability days, evenings and weekends as required
- Reliable, positive, cooperative, team-oriented attitude

### **Compensation**

- \$13.50 per hour

### **Applications**

To apply, email or mail your qualifications, including cover letter, resume (no more than two pages) and Japanese Garden application (download available at <http://japanesegarden.com/about-us/careers/> ) to the Assistant Operations Manager at P.O. Box 3847 Portland, OR 97208 or [humanresources@japanesegarden.com](mailto:humanresources@japanesegarden.com). Please type *Visitor Services* as subject of email. Please no phone calls or hand delivered applications.

All submitted applications will be held in confidence.