



## Portland Japanese Garden seeks Full-Time Concierge

### Position Overview

The full-time Concierge works alongside the Garden's part-time Concierge(s) and is responsible for representing the ideals of the Garden, as well as providing members and visitors with information and support, both in person and over the phone. This position is great for someone who loves Portland, loves learning, and is looking for an opportunity to help bring peace and cultural understanding to the world. The full-time Concierge is a member of the Marketing and Communications Department and reports to the Marketing Manager.

### Primary Duties

- Be the Communication Hub: Give personal attention both in person and on the phone.
- Membership Assistance: Answer questions about our membership program and assist with on-site enrollment.
- Marketing Assistance: During down times, assist in outward communication tasks like updating the Garden's website, posting real time Garden updates on social media, and responding to TripAdvisor reviews.
- Refining this Role: We are constantly refining our roles and responsibilities. You would have the opportunity to take ownership of the position and refine how the Concierge office can best serve the organization and its guests.
- Physical Requirements: This position is performed 90-95% inside. Must be able to remain in a stationary position and/or move about the Garden for several hours. Light cleaning will be expected (e.g., cleaning up guest spills). And the employee may occasionally be asked to help move up to 10-25 pounds.
- Please Note: Management reserves the right to change, modify, and/or alter any of the duties listed above to meet the evolving needs of the organization and this position.

### 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

- High school education minimum, college education preferred.
- Two years minimum in a customer service related position.
- A demonstrated ability to read, write, and verbally communicate effectively, pleasantly, and professionally.
- Strong listening skills – Giving full attention to what people are saying and making sure you understand what they are asking.
- Service Orientation – Actively looking for ways to help others.

- Remaining cool under pressure – Come with examples of how you have dealt with difficult situations in a calm and solution-oriented way.
- Fluent knowledge of Washington Park and transportation options in order to provide accurate and timely information to our guests.
- Conversational knowledge of nearby restaurants and amenities, as well as the city and geography of surrounding areas.
- Must demonstrate a high comfort level with desktop computers and online savviness.

### Special Requirements

- Personal passion for Japanese culture and history, art and design, travel, and/or landscape design and horticulture are a plus.
- Conversational in other languages beyond English.

### Compensation

- Wage: \$15.00/hour
- This is a full-time, hourly position with 40 hours per week. The schedule is TBD, but will require Saturday and Sunday work (as those are the Garden's busiest days). Shifts are typically 8 hours (plus ½ hour lunch), 8:00am to 4:30pm.
- Benefits: health, dental, and vision insurance (premium 100% covered for employees); 401k plan (4% employer match after 1 year of service); paid vacation, sick, and holiday time.

### Applications

To apply, please email a resume, cover letter, and 3-5 work-related references to [humanresources@japanesegarden.org](mailto:humanresources@japanesegarden.org), with "Concierge" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Sunday, December 16<sup>th</sup>, 2018**.

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 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

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.