



## Portland Japanese Garden seeks Full-Time Café Supervisor

### Position Overview

The Café Lead Server and Supervisor reports directly to the Café Manager and is responsible for leading staff through daily service with a focus on customer service, front and back of house service flow, and cash handling.

### Primary Duties

- Work full-time in the Café, providing exemplary table service and consistent leadership. All Café staff and managers regularly work all stations including hosting, serving, food prep, tea prep, and dish washing.
- Serve as Manager on Duty, which includes POS trouble shooting, opening/closing procedures, overseeing staff breaks, and addressing guest concerns
- Assist Managers with daily supervision of front and back of house staff to ensure efficient and consistent service
- Create daily Floor Charts and supervise their implementation
- Assist management with training and staff development
- Demonstrate exemplary cleanliness throughout the café
- Assist with stocking and resupply of sweets, tea, kitchen, and cleaning supplies
- Attend regular meetings with Café Managers to discuss café staffing issues, product quality, inventory, customer satisfaction, upcoming events, etc.
- Contribute to the maintenance of the Café and its wares—including light housekeeping and responsible handling of ceramics, lacquerware, and uniforms
- Attend ongoing training for Japanese green tea and *Omotenashi* (Japanese customer service)
- Prepare and monitor daily cash drawer
- Follow standard cash handling policies and procedures
- 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

- Minimum 1 year of café or restaurant supervisory experience
- Excellent customer service and effective team leadership skills
- Well organized, detail-oriented, and able to multi-task
- Effective problem solving and decision-making abilities

## Special Requirements

- Able to work occasional overtime and special events
- Must be able to work in a high-volume and physically demanding environment for 8 hour shifts
- Must maintain current Food Handler's permit

## Compensation

- Wage: \$16.50 per hour, plus tips
- This is a full-time, benefitted, hourly position, with 32-40 hours per week. Shifts are 6-8 hours, with a varying schedule ranging between 7:30am–8:00pm.
- Benefits: health, dental, and vision insurance (premium 100% covered for employees); 401k plan (after 1 year of service, with 4% employer match); paid vacation, sick, and holiday time.

## Applications

To apply, please email a resume, cover letter, and three work-related references to [humanresources@japanesegarden.org](mailto:humanresources@japanesegarden.org), with "Café Supervisor" in the subject line. Please no phone calls or hand delivered applications. **Submit application materials by Friday, February 1<sup>st</sup>, 2019.**

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.