



Portland Japanese Garden seeks Full-Time Retail Supervisor

Position Overview

The Retail Supervisor is responsible for assisting with the overall operation of the Retail department with a focus on customer service, daily employee supervising, and maintaining the appearance of the Gift Shops. The Retail Supervisor reports to the Retail General Manager.

Primary Duties

- Work in store regularly with cash handling, sales, and providing excellent customer service
- Maintain overall appearance in the Gift Shops, retail events, and stockroom/shipping area including housekeeping tasks
- Supervise daily employee rotation, breaks, and tasks including stocking, housekeeping, etc.
- Serve as Manager on Duty, including opening and closing the Gift Shops, troubleshooting POS issues, resolving customer complaints, etc.
- Prepare daily cashier bags for shop employees, and oversee their counting in/out
- Assist with maintaining product and vendor signage, reference binders, and handouts
- Oversee lower level retail customer service issues, keeping Retail Managers apprised of all issues and problems
- Train and lead volunteers with daily customer service tasks including sales, gift wrapping, greeting, and store updates
- Other duties as assigned

Other Responsibilities

- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, and presentation standards
- Participate in the training and development of seasonal staff, including the promotion of a work environment where team member's input and individual strengths are encouraged and valued
- Participate in monitoring, coaching and encouraging team members to meet the Garden's service standards and facilitate individual growth
- Familiarize oneself with the organization and the Employee Handbook
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code

Qualifications

- Two years retail experience with supervisory experience a plus
- Proven track record of excellent customer service and cash handling with attention to detail and effective problem solving skills in a fast paced retail environment
- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel and Outlook

Special Requirements

- Flexible work schedule and able to accommodate changing Garden needs, including working weekends, evenings, and occasional overtime
- Must have excellent verbal and written English communication skills
- Knowledge of Japanese culture and/or bilingual in Japanese is a plus
- Must be comfortable lifting up to 40lbs

Compensation & Schedule

- Wage: \$16.50 – \$17.00 per hour, DOE
- This is a full-time, hourly position with 40 hours per week. Regular workdays may vary, but generally are Thursday – Monday. Shifts are generally 8.75 hours with a 45-minute break and will include three closing shifts per week consisting of 10:45am – 7:30pm.
- Benefits: health, dental, and vision insurance (premium 100% covered for employees); paid vacation, sick, and holiday time; eligible for 4% employer match on 401k plan after one year of employment

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Retail Supervisor" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Thursday, January 31st, 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.