



## Portland Japanese Garden seeks Full-Time Operations Manager-Admissions

### Position Overview

The Operations Manager-Admissions has the responsibility for overseeing all operations of the Welcome Center, including maintenance of the Welcome Center functions, management of the Admissions staff, and serving as organization Manager on Duty. This position will oversee the Admissions Supervisor(s) and work with them to develop and implement exceptional customer service, ensure policy adherence, and provide leadership, training, and support for the Admissions staff. The Operations Manager-Admissions reports to the Chief Operations Officer.

### Primary Duties

- Interview, hire, and onboard any new Admissions staff
- Determine and create daily work schedules and daily rotation schedules in conjunction with Admissions Supervisor(s)
- Verify and approve Admissions staff timecards and time off requests
- Maintain cash reserve, prepare change orders, set and distribute daily cashier bags
- In coordination with the Retail Manager, exchange various departments' change orders with the bank and re-distribute orders
- Handle cashier discrepancies and Admissions staff disciplinary issues
- Provide initial and ongoing training on POS (point-of-sale) system for all Admissions staff
- Manage, update and trouble shoot POS system
- Create various register keys and associates, create coupons and discounts, research problem transactions, and correct customer issues as necessary
- Access and generate various POS reports as necessary
- Assist in the creation and management of the annual Admissions department budget
- Maintain inventory and order all Welcome Center supplies
- Maintain and update the main telephone recording
- Participate in regular meetings with Operations Managers and Admissions Supervisor(s)
- Handle escalated customer service issues and complaints
- Ability to perform all Welcome Center tasks and serve as back-up cashier when necessary
- Ensure Admissions staff is updated on any changes to Garden policies, Admission procedures, and events
- Create a positive work environment and foster relationships with all Admissions staff
- Manager on Duty (MOD)
  - Prepare garden for opening and/or closing, facilitate and oversee closing procedures for member and public hours
  - Respond to emergencies, and facilitate and oversee emergency procedures for staff and the emergency response team
  - Oversee Front-of-House staff until the other MOD's are on site
  - Assist with troubleshooting alarms, internet, electricity, phone, and POS as deemed necessary or as directed
- Other duties as deemed necessary or as directed

## 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

## Qualifications

- Minimum of 5 years front-line customer service experience, including cash handling
- Minimum of 3 years in a management role, or any equivalent combination of education and experience
- Minimum of 3 years point-of-sales experience
- Strong organizational and interpersonal skills
- Excellent written and verbal communication skills, including the ability to effectively communicate with the public, other employees, and vendors
- Strong aptitude for math and attention to detail
- Proficient with Microsoft Outlook and Excel

## Special Requirements

- Must be able to work evenings, weekends, and holidays
- Must be able to remain in a stationary position and/or move about the Garden for extended periods

## Compensation & Schedule

- Wage: \$18.00 - \$20.00/hour, DOE
- This is a full-time, hourly position with 40 hours per week. Shifts are typically 8 hours (plus ½ hour lunch), Sunday through Thursday (schedule may vary), staggered between 7:00am and 8:00pm.
- Benefit: 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 "Operations Manager-Admissions" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, February 22<sup>nd</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.