



Portland Japanese Garden seeks Seasonal, Part-Time Member Services Associate

Position Overview

The Member Services Associates are responsible for welcoming members and guests to the garden, general cashing, and providing support to the Member Services Team. The Member Services Associates report to the Member Services Coordinator and are part of the Member Services Team.

The seasonal positions begins March 11th and runs through Labor Day.

Primary Duties

- Engage with Members and guests with a positive and outgoing demeanor
- Sell new and renewed memberships to guests of the Garden
- Assist members with updating their accounts and provide them with information regarding their benefits and upcoming member events
- Provide member and guest check-in at the Welcome Center
- Answer the Membership phone and return calls as needed
- Sell tickets for Member and public events
- Enforce Garden policies and etiquette
- Serve as a frontline ambassador for the Portland Japanese Garden
- Assist with event check-in and staff evening events as needed
- Assist the Membership Office with member packets and other tasks as needed
- Adhere to all cash handling and credit card transaction procedures and policies
- Maintain a high level of accuracy in the processing and handling of the Garden's assets
- 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.
- Able to manage oneself and work individually or in a team setting
- Adhere to Garden Dress Code and wear Garden uniform.

Qualifications

- At least two years of customer service experience; museum or cultural institution experience preferred
- At least one year of sales, cash handling, and POS experience

Special Requirements

- Must be able to work in all types of weather conditions
- Must be able to remain in a stationary position and/or move about the Garden for several hours

Compensation & Schedule

- Wage: \$13.75 per hour
- This is a seasonal, part-time, hourly position with approximately 25 hours per week. Shift times range from 7:30am to 7:30pm, with weekends required and occasional early morning or evening work required. Additional hours may be offered beyond that and are based on need and employee performance and merit.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Seasonal Member Services" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Tuesday, February 19th, 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 300 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.

Here are a few of the benefits our employees enjoy:

- 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.