



Portland Japanese Garden seeks Seasonal Full-Time Retail Associate

Position Overview

The Retail Associates are responsible for assisting with the overall operation of the retail department, with a focus on customer service and cash handling in the Gift Shop. The Retail Associates report to the Retail General Manager. This is a seasonal position, running February 26, 2019 through September 20, 2019.

Primary Duties

- Work on the retail floor, assisting with sales, answering customer questions, and providing excellent customer service
- Follow standard cash handling and credit card transaction procedures and policies
- Pro-active in answering and solving visitor/customer inquiries in person and by phone
- Responsible for maintaining appearance and inventory of the gift shop for optimal sales, including regular housekeeping, organizing, and monitoring stock levels of products and supplies
- Participate in maintaining store signage, product handouts, and the product information binder (for gift shop and retail events, in conjunction with the Retail Supervisor)
- Utilize knowledge about the Garden and Garden events in the selling of products, both in the gift shop and online
- Participate in organizing and maintaining stockroom and shipping area in conjunction with Retail Supervisor
- Participate in receiving inventory, including verifying packing slips, stickering, and stocking
- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, dress code, and personal appearance
- Other duties as assigned

Other Responsibilities

- Attend regular retail department meetings and other Garden meetings as required
- Acquire and maintain current knowledge about the Garden and Garden events
- Work special Garden events as required, including necessary setup or take-down tasks
- 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

- Entry-level position, with 1-2 years retail experience preferred
- Excellent customer service and cash handling skills
- Attention to detail in a fast-paced retail environment
- Proficient on a computer
- Familiarity with point-of-sale programs and other programs such as Microsoft Word, Excel, and Outlook preferred

Special Requirements

- Flexible work schedule, including weekends and evenings
- Must be comfortable lifting up to 40lbs
- Knowledge of or interest in Japanese culture and/or bilingual in Japanese is a plus

Compensation & Schedule

- Starting Wage: \$13.75 per hour
- This is a full-time, seasonal, hourly position, with 36-40 hours per week. Work shifts will include weekends and may vary from 7:45am-4:30pm, 11:00am-7:30pm, or 10:00am-6:45pm (this includes a 30 minute, unpaid lunch), and as needed for occasional after-hours events.

Applications

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