



## Portland Japanese Garden seeks Full-Time, Lead Member Services Associate

### Position Overview

The Lead Member Services Associate is responsible for welcoming members and guests to the Garden, general cashing, and providing support to the Member Services Team. The Lead Member Services Associate reports to the Member Services Coordinator and is part of the Member Services Team.

### Primary Duties

- Serve as a front of house ambassador for the Portland Japanese Garden and the Membership Department by:
  - Engaging with Members and guests with a positive and outgoing demeanor, including check-in at the Welcome Center and conversing on the phone
  - Selling new and renewed memberships
  - Handling customer service complaints as necessary; elevating issues as needed
  - Enforcing Garden policies and etiquette
  - Adhering to all cash handling and credit card transaction procedures and policies
- Serve as a leader and point person for the Member Services Team
- Ensure breaks are covered and taken
- Assist with the maintaining of cash reserve and daily cash bags
- Assist the Member Services Coordinator and Membership Office as needed
- 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 three years cash handling and POS experience required
- At least two years of customer service experience; museum, or cultural institution experience preferred
- At least one year of sales experience preferred

### Special Requirements

- Must be able to work weekends and holidays
- 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 extended periods

## Compensation & Schedule

- Wage: \$15.50/hour
- This is a full-time, hourly position with approximately 35-40 hours per week.
- Shift times range from 7:30am to 7:30pm, with weekends and some holidays required and occasional early morning or evening work required.
- 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 "Lead Member Services" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Sunday, March 31<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.