



Portland Japanese Garden seeks Full-Time Visitor Services Operations Manager

Position Overview

The Visitor Services Operations Manager is a member of the Operations Management Team who oversees the operational functions of the Garden. This involves coordination of all day-to-day and long-term activities of the organization. In addition, this position oversees the Visitor Services team to implement exceptional customer service, ensure policy adherence, and provide leadership, training, and support for the staff. The Visitor Services Operations Manager reports directly to the Chief Operations Officer.

Primary Duties

- Be an effective member of the Operations Management Team, which includes the Security/Safety Operations Manager, Admissions Operations Manager, and Logistics Coordination Operations Manager.
- Serve as Manager on Duty for the Garden. Responsibilities include:
 - Open Garden grounds, adhering to Garden procedures to facilitate and oversee start-of-day opening for member hours and public hours
 - Close Garden grounds, adhering to Garden procedures to facilitate and oversee end-of-day closing activities
 - Lead the emergency response to visitor injuries, 911 situations, and major catastrophes (e.g., fire, fallen tree, landslides)
 - Maintain thorough documentation of emergency response incidents, including taking photos, for insurance purposes
 - Respond to member and customer issues, complaints, and concerns
 - Assist with all parking issues and complaints
 - Advise senior staff, when appropriate, of the need for emergency Garden closure due to inclement weather, emergencies, etc.
 - Troubleshoot POS system, IT, communication, security systems, and power outages
 - Contribute a grounds presence for staff support and customer service
 - During events, work closely with the Events Manager
- Enforce Garden policies and etiquette
- Interview, hire, and participate in orientation and training of Visitor Services staff
- Ensure Visitors Service Staff is continuously updated on Garden affairs and policies
- Promote a positive team environment for Visitor Services staff and resolve any grievances
- Handle disciplinary issues that may arise within the Visitor Services staff as needed
- Maintain the Visitor Services staff schedule
- Monitor, verify, and approve Visitor Services staff hours at the end of each pay period
- Knowledge and ability to perform all Visitor Services staff duties and serve as backup when necessary
- Communicate and work closely with Washington Park Rangers and Explore Washington Park as deemed or directed
- Meet weekly with the Chief Operations Officer
- Other duties as deemed necessary or 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
- Serve as a role model for Garden volunteers, providing support and encouragement to volunteers in their roles across the Garden
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code

Qualifications

- Minimum three (3) years of experience in Operations Management
- Excellent customer service and effective team leadership skills
- Well organized, detail-oriented, and able to multi-task
- Proficient in using PC and Microsoft Outlook, Word, Excel, and Office
- Current Oregon Driver's license: Must supply satisfactory DMV report
- CPR/First Aid certification, or ability to obtain certification prior to start date

Special Requirements

- Must be able to work a flexible schedule, including evenings and holidays
- Must be able to work in all types of weather conditions
- Ability to lift, carry, push, or pull up to fifty (50) pounds
- Strong communication, writing, and problem-solving skills
- Remain calm in a fast-paced environment with a positive attitude

Compensation & Schedule

- Wage: \$18.00 - \$20.00/hr, DOE
- This is a full-time, hourly position with 40 hours per week. Shifts are typically 8 hours (plus ½ hour lunch), with shifts scheduled between 7:00am and 8:00pm. Work hours vary depending on garden hours and events.
- 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, with "Operations Manager" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, March 15th, 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.