



Portland Japanese Garden seeks Full-Time Lead Admissions Associate

Position Overview

The Lead Admissions Associate is responsible for providing exceptional customer service, cashiering, and general reception for the garden. The Lead Admissions Associate works closely with the Admissions Supervisor to assist with daily functions of the Welcome Center. The Admissions Department is overseen by the Operations Manager for Admissions, who works closely with the Admissions Supervisor and the Lead Admissions Associate.

Primary Duties

- Be an ideal role model for Admissions staff by exemplifying strong work ethic, accuracy, and excellent customer service.
- Point person for troubleshooting POS and ticketing systems when supervisor is not present
- Foster and maintain professional, positive relationships with Admissions staff
- Point person for customer service complaints when a supervisor is not present
- Help coordinate breaks and rotations shifts when a supervisor is not present
- Enforce Garden policies and visitor etiquette including approving service animals, communicating group policy, etc.
- Track day-of email and programmatic updates
- Distribute cashier bags and assist with maintenance of the cash reserve as needed
- Maintain a high level of accuracy when processing and handling the Garden's assets
- Welcome visitors and process general admission transactions
- Adhere to all cash handling and credit card transaction procedures and policies
- Be a positive ambassador for the Portland Japanese Garden
- Assist visitors with local area questions (e.g., parking, directions, bus schedule, restaurant suggestions)
- Perform light maintenance in and around Welcome Center and Staff areas (e.g., sweeping, washing windows, dusting)
- Assist with event check-in as needed
- Provide customer service to Garden members as needed
- Other duties as assigned

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 and wear Garden uniform

Qualifications

- At least three years of customer service experience; museum or cultural institution experience preferred
- At least three years of cash handling and POS experience
- Proven leadership capabilities

Special Requirements

- Must be available to work weekends and evenings as required
- 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
- Must be able to lift up to 40 lbs.

Compensation

- \$15.00 – \$16.50 per hour
- This is a full-time, hourly position with 35-40 hours per week. Shift are typically 6-8 hours (plus ½ hour unpaid lunch), ranging from 7:30 am to 7:30 pm, including weekends, holidays, and occasional evenings.
- 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 references to humanresources@japanesegarden.org, with "Lead Admissions Associate" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, May 31st, 2019**.

All submitted applications will be held in confidence.

We encourage all potential applicants to watch our video entitled "[Come to Understand: Welcome to Portland Japanese Garden](#)" (5:56 minutes).

Organization Overview

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

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.