



Portland Japanese Garden seeks Seasonal, Full-Time Retail Shipping & Receiving Associate

Position Overview

The Retail Shipping & Receiving Associate is responsible for assisting with the overall operation of the retail department, with a focus on shipping and receiving product, customer service, and cash handling in the Gift Shop. The Retail Shipping & Receiving Associate reports directly to the Senior Retail Manager.

The position is available immediately and will run through September 21st, 2019.

Primary Duties

- Receive and unload incoming product and compare information on packing slip with items shipped to verify accuracy of shipment
- Unpack, sort, count, sticker, and stock all Gift Shop product
- Inspect shipments for damages or defects; record discrepancies or damages, and notify supervisor
- Deliver non-gift shop items to appropriate Garden staff
- Assist with receiving and pickup of Behind the Shoji artist consignment merchandise
- Participate in organizing and maintaining a clean, organized, and safe stockroom and shipping/receiving area
- 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 shops for optimal sales, including regular housekeeping, organizing, and monitoring stock levels of products and supplies
- Utilize knowledge about the Garden and Garden events in the selling of products, both in the gift shop and online
- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, dress code, and personal appearance
- Promote, sell, and renew Garden memberships
- 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
- Attend regular gift shop department meetings and other Garden meetings as required
- Work special Garden events as required, including necessary setup or take-down tasks
- 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, with a focus on shipping and receiving
- Excellent customer service and cash handling skills
- Attention to detail in a fast-paced retail environment
- Proficient on a computer
- Ability to prepare routine administrative paperwork
- Familiarity with point-of-sale programs and other programs such as Microsoft Word, Excel, and Outlook preferred

Special Requirements

- Flexible work schedule and able to accommodate changing Garden needs
- Must be comfortable lifting up to 50lbs
- Knowledge of or interest in Japanese culture and/or bilingual in Japanese is a plus

Compensation & Schedule

- Wage: \$13.75 per hour
- This is a full-time, hourly position with 32 hours per week. Shifts are typically 8:15am-4:45pm, 10:00am-6:45pm, or 11:00am-7:30pm (this includes a 30 minute, unpaid lunch), and may include weekends or other shifts 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 Shipping and Receiving Associate" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Saturday, June 1st, 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.