



Portland Japanese Garden seeks Part-Time Member Services Associate

Position Overview

The Member Services Associate is responsible for welcoming members and guests to the garden, general cashiering, and providing support to the Member Services Team. This position is great for someone who possesses excellent customer service skills and enjoys working closely with colleagues. The Member Services Associate reports to the Member Services Coordinator and is part of the Member Services Team.

Primary Duties

- Engage with members and guests with a positive and outgoing demeanor
- Sell new and renewed memberships to guests of the Garden
- Assist members with updating their accounts and provide them with information regarding their benefits and upcoming member events
- Provide member and guest check-in at the Welcome Center
- Answer the Membership phone and return calls as needed
- Sell tickets for events and general admission
- Enforce Garden policies and etiquette
- Serve as a frontline ambassador for Portland Japanese Garden
- Assist with event check-in and staff events as needed
- Assist the Membership Office with member packets and other tasks as needed
- Adhere to all cash handling and credit card transaction procedures and policies
- Maintain a high level of accuracy in the processing and handling of the Garden's assets
- 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
- Able to manage oneself and work individually or in a team setting
- Adhere to Garden Dress Code and wear Garden uniform

Qualifications

- At least two years of customer service experience; museum, or cultural institution experience preferred
- At least one year of sales, cash handling, and POS experience

Special Requirements

- Must be able to work in all types of weather conditions

- Must be able to remain in a stationary position for several hours

Compensation

- Wage: \$14.50/hour to start, with an increase to \$15.00/hour after successful completion of the 90-day introductory period
- This is a part-time, hourly position with approximately 29 hours per week. Shift times range from 7:30am to 8:30pm, with weekends required and occasional early morning or evening work required. Additional hours may be offered beyond that and are based on need and employee performance and merit.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Member Services" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, December 13th, 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.