



Portland Japanese Garden seeks Seasonal Full-Time Admissions Associate

Position Overview

The Admissions Associates are responsible for providing exceptional customer service, cashiering, and general wayfinding for the Garden and surrounding area. This position is great for someone who is looking for seasonal work and enjoys customer service. The Admissions Department is overseen by the Operations Manager of Admissions, who works closely with the Admissions Assistant Manager. The Admissions Associates report to the Operations Manager of Admissions.

Primary Duties

- Welcome visitors and process general admission transactions
- Adhere to all cash handling and credit card transaction procedures and policies
- Maintain a high level of accuracy when processing and handling the Garden's assets
- Enforce Garden policies and etiquette
- 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)
- Serve as a positive ambassador for the Portland Japanese Garden
- 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 two years of customer service experience
- At least one year of cash handling and POS experience

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 & Schedule

- 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 full time, hourly position with 36-40 hours per week, running through September 30th, with possible extension into October or November.
- Shifts are typically 8 hours (plus ½ hour lunch) between the hours of 8:00 am and 7:30 pm, including weekends and occasional later evenings for events.

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org with "Seasonal Admissions Associate" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Friday, February 14th, 2020**.

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 95+ FTE's and 35+ 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 for 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
- A 30% discount on most items in the gift shop
- 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.