



Portland Japanese Garden seeks Seasonal Full-Time Retail Associate

Position Overview

The Retail Associates are responsible for assisting with the overall operation of the retail department, with a focus on customer service and cash handling in the Gift Shop. The Retail Associates report to the Retail Operations Director.

Primary Duties

- Work on the retail floor regularly, assisting with sales, answering customer questions, and providing excellent customer service
- Follow standard cash handling and credit card transaction procedures and policies
- Pro-actively answer and solve visitor/customer inquiries in person and by phone
- Responsible for maintaining appearance and inventory of the Gift Shop for optimal sales, including regular housekeeping, organizing, and monitoring stock levels of products and supplies
- Participate in maintaining store signage, product handouts, and the product information binder (for Gift Shop and retail events in conjunction with Retail Supervisor)
- Utilize knowledge about the Garden and Garden events in the selling of products, both in the Gift Shop and online
- Participate in organizing and maintaining stockroom and shipping area in conjunction with Retail Supervisor
- Participate in receiving activity including verifying packing slips, stickering and stocking
- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, dress code, and personal appearance
- Other duties as assigned

Other Responsibilities

- Attend regular retail department meetings and other Garden meetings as required
- Acquire and maintain current knowledge about the Garden and Garden events
- Work special Garden events as required, including necessary setup or take-down tasks
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork and creating an atmosphere of open, honest, two-way communication
- 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 of retail experience preferred
- Excellent customer service and cash handling skills
- Attention to detail in a fast-paced retail environment
- Proficient on a computer
- Familiarity with point-of-sale programs and other programs such as Microsoft Word, Excel, and Outlook preferred

Special Requirements

- Flexible work schedule, including weekends and evenings
- Must be comfortable lifting up to 40lbs
- Knowledge of or interest in Japanese culture and/or bilingual in Japanese is a plus

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, seasonal, hourly position, with 36-40 hours per week. Shifts are typically 8 hours (plus ½ hour lunch), and will include weekends and some evenings, and as needed for after-hour events

Applications

To apply, please email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Retail 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.