



Portland Japanese Garden seeks Full-Time Café Assistant Manager

Position Overview

The Café Assistant Manager is responsible for providing an outstanding guest experience by leading staff through daily prep and service with a focus on customer experience, service flow and cash handling. The Café Assistant Manager reports to the Café Manager. The Umami Café serves green tea and Japanese sweets, seats 38, and has no kitchen or back of house. We are looking for someone with a passion for excellent service and enjoys a fast-paced work environment.

COVID-19 Vaccination Policy: For the safety of our staff, volunteers, and guests, Portland Japanese Garden is requiring all staff and volunteers to be vaccinated against the COVID-19 virus. Staff are required to become 'fully vaccinated' by June 30th (first shot by May 15th). 'Fully vaccinated' means 2 shots of either the Moderna or Pfizer vaccine, or 1 shot of the Johnson & Johnson vaccine – plus 2 weeks after the final shot. If any staff are experiencing difficulty scheduling an appointment, they can contact the Human Resources Manager for assistance.

Primary Duties

- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, and presentation standards
- Monitors, coaches, and encourages team members to meet the Garden's service standards and facilitate individual growth
- Work in café regularly with table service, hosting, food and tea prep, dishwashing, and cash handling
- Participate in staff performance reviews
- Serve as Manager on Duty which includes POS trouble shooting, opening/closing procedures, overseeing staff breaks, and addressing customer and staff concerns
- Place orders and maintain inventory of food, beverages, kitchen, and service supplies
- Perform opening and closing procedures including preparing cashier bags and tip pool data
- Resolve customer issues and respond to feedback on Yelp, Trip Advisor, Open Table, etc
- Follow standard cash handling and credit card transaction policies and procedures
- Maintain exemplary cleanliness standards throughout the café including staff appearance, menus, and equipment
- Attend ongoing training and maintain knowledge of Japanese green tea and *Omotenashi* (Japanese Customer Service)
- Assist with light administrative duties such as filing for the Café or other departments as needed
- Other duties as assigned

Other Responsibilities

- Familiarize oneself with the organization
- 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

- Minimum 2 years of experience in Supervisor role, fine dining experience preferred
- Excellent customer service, attention to detail, and effective team leadership skills
- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, and Outlook
- Well organized, detail-oriented, and able to multi-task
- Effective problem solving and decision-making abilities

Special Requirements

- Able to work overtime, including weekends, evenings, and special events as needed
- Must be able to remain in a stationary position and/or move about the cafe and Garden for several hours
- Must successfully complete first aid training, provided by the Garden

Compensation & Schedule

- Wage: \$17.00 per hour, plus tips when working on the floor
- This is a full-time, hourly position with 36-40 hours per week. Shifts are typically 6-8 hours (with a ½ hour lunch break), scheduled between 8:00 am to 7:30 pm.
- Benefits:
 - health, dental, and vision insurance (premium 100% covered for employees)
 - 401k plan (after 90 days, with 4% employer match after 1 year)
 - flexible spending accounts for medical and dependent care expenses
 - paid vacation, sick, and holiday time

Applications

To apply, please submit a resume, cover letter, and three work-related references via email to humanresources@japanesegarden.org, with "Café Assistant Manager" in the subject line. Incomplete applications will not be considered. Please no phone calls or hand delivered applications. Submit application materials by **Monday, May 31st, 2021**.

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 typically has a year-round staff of 95+ FTE's and 35+ seasonal staff, supplemented by over 200 volunteers. All 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 including:

- 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
- Reciprocal access to other area attractions, such as the Portland Art Museum, OMSI, 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