



Portland Japanese Garden seeks Full-time Seasonal Café Supervisor

Position Overview

The Café Supervisor assists in all aspects of the Café with a focus on customer experience, daily staff management, and maintaining Café standards. The Café Supervisor 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 great service and who enjoys a fast-paced work environment.

This seasonal Café Supervisor position begins May 14th and runs through September.

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 standard, including excellent work ethic and outstanding customer service
- Work in café regularly with table service, hosting, food and tea prep, dishwashing, and cash handling
- Serve as Manager on Duty which includes POS trouble shooting, opening/closing procedures, overseeing staff breaks, and addressing customer and staff concerns
- Create daily floor charts and supervise the implementation
- Assist management with training and staff development
- Assist management with receiving of food and beverage orders
- Assist with stocking and resupply of food and supplies
- Follow standard cash handling and credit card transaction policies and procedures
- Maintain exemplary cleanliness standards throughout the café
- 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 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
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code and wear Garden uniform

Qualifications

- Minimum 2 years in Lead Server role, fine dining experience preferred
- Excellent customer service and effective teamwork skills
- Well organized, detail-oriented, and able to multi-task
- Food Handler's permit required

Special Requirements

- Special consideration given to applicants with knowledge of tea, a familiarity with *Omotenashi* (Japanese way of hospitality and customer service), and Japanese culture
- Applicants with both Front of House and Back of House experience preferred
- Applicants with Hosting experience preferred
- Able to work occasional overtime
- Must be able to remain in a stationary position and/or move about the Café and Garden for several hours

Compensation

- Wage: \$15.50/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 ½ hour lunch break), scheduled between 8:00am and 7:30pm.

Applications

To apply, please submit a resume, cover letter, and three work-related references via email to humanresources@japanesegarden.org, with "Seasonal Café Supervisor" 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

The 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 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 including:

- 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 Portland Art Museum, OMSI, and the Oregon Zoo

The 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.