



Portland Japanese Garden seeks Seasonal Full-Time Concierge Staff

Position Overview

The Concierge staff will be cross-trained in several front-of-house roles that all help provide an outstanding experience for visitors to Portland Japanese Garden. They are someone with a positive, can-do attitude who enjoys working with people and having variety in the workspace.

This position is a full-time, seasonal position consisting of 40 hours per week, starting as soon as possible and running through Labor Day weekend. The position will report to the Membership Assistant Manager.

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

- Concierge
 - Be the Communication Hub: Answer questions and give personal attention both in person, via e-mail, and on the phone. *During COVID-19, most of the Concierge function will be performed solely by phone or e-mail.*
- Member Services Assistance
 - Provide member and guest check-in at the Welcome Center.
 - Answer questions about our membership program and assist with enrollment and renewals.
 - Assist members in resolving customer service issues.
 - Assist members with updating their accounts and provide them with information regarding their benefits and upcoming member events.
 - Assist the Membership Office with handling mail and other office tasks as needed.
- Marketing Assistance
 - Assist in outward communication tasks, including but not limited to:
 - Responding to review sites (TripAdvisor, Yelp, Google, Facebook)
 - Making tactical updates and small adjustments to PJG website – e.g. alerts, hours update, event information, etc.
 - Drafting copy for social media editorial calendar, capture content (photos, videos), and occasionally handle posting
 - Assisting in updating/posting signage around the garden spaces
 - Categorizing and organizing visual assets on photo storage platform, MediaValet
- 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

Qualifications

- At least two years of customer service or other relevant experience.
- At least one year experience with POS and/or CRM software (Tessitura, Raiser's Edge, Salesforce, etc.) preferred.
- Strong written and verbal communication skills.

Special Requirements

- Must be available to work weekends.
- Must be able to work in all types of weather conditions.
- Must be able to remain in a stationary position.

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 40 hours per week. Shifts are typically 8 hours (plus ½ hour lunch), between 7:30am and 7:30pm
- This is a seasonal position, starting as soon as possible and running through Labor Day weekend.

Applications

To apply, please submit a resume, cover letter, and three work-related references via email to humanresources@japanesegarden.org, with "Seasonal Concierge" in the subject line. Incomplete applications will not be considered. Please no phone calls or hand delivered applications. Submit application materials by **Monday, May 24th, 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 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.