



Portland Japanese Garden seeks Seasonal Full-Time Retail Supervisor

Position Overview

The Retail Supervisor is responsible for assisting with the overall operation of the Retail department with a focus on customer service, daily employee supervising, and maintaining the appearance of the Gift Shops. The Retail Supervisor reports to the Retail Operations Director.

The seasonal positions begins as soon as possible and runs through December 31, 2021.

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

- Work on the retail floor regularly, assisting with sales, answering customer questions, and providing excellent customer service
- Maintain overall appearance of the Gift Shops, retail events, and stockroom/shipping area including housekeeping tasks
- Supervise daily employee rotation, breaks, and tasks including stocking, housekeeping, etc.
- Serve as Manager on Duty, including opening and closing the Gift Shops, troubleshooting POS issues, resolving customer complaints, etc.
- Prepare daily cashier bags for shop employees, and oversee their counting in/out
- Assist with maintaining product and vendor signage, reference binders, and handouts
- Oversee lower-level retail customer service issues, keeping Retail Managers apprised of all issues and problems
- Train and lead volunteers with daily customer service tasks including sales, gift wrapping, greeting, and store updates
- Other duties as assigned

Other Responsibilities

- Act as a role model for the Garden's service standards, including excellent work ethic, outstanding customer service, and presentation standards
- Participate in the training and development of seasonal staff, including the promotion of a work environment where team member's input and individual strengths are encouraged and valued
- Participate in monitoring, coaching and encouraging team members to meet the Garden's service standards and facilitate individual growth
- Familiarize oneself with the organization and the Employee Handbook
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code

Qualifications

- Two years retail experience with supervisory experience a plus
- Proven track record of excellent customer service and cash handling with attention to detail and effective problem solving skills in a fast paced retail environment
- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel and Outlook

Special Requirements

- Flexible work schedule and able to accommodate changing Garden needs, including working weekends, evenings, and occasional overtime
- Must have excellent verbal and written English communication skills
- Knowledge of Japanese culture and/or bilingual in Japanese is a plus
- Must successfully complete first aid training, provided by the Garden
- Must be comfortable lifting up to 40lbs

Compensation & Schedule

- Wage: \$16.50 – \$17.00 per hour, DOE
- This is a full-time, seasonal, hourly position with 32-40 hours per week. Regular workdays may vary, but generally are Thursday – Monday. Shifts are typically 8 hours (plus ½ hour lunch), and will include three closing shifts per week extending to 7:30pm.

Applications

To apply, please submit a resume, cover letter, and three work-related references via email to humanresources@japanesegarden.org, with "Seasonal Retail Supervisor" in the subject line. Incomplete applications will not be considered. Please no phone calls or hand delivered applications. Submit application materials by **Saturday, May 29th, 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 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.