



Portland Japanese Garden seeks Full-Time Café Assistant Manager

Position Overview

The Café Assistant Manager assists the Manager with all operational and customer service aspects of the café and reports directly to the Café Manager. The Umami Café serves green tea and Japanese sweets, seats 38, and has no kitchen or Back of House.

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. Candidates must be fully vaccinated by their hire date. '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.

Primary Duties

- Assist Café Manager with day-to-day café operations, providing consistent, efficient, and friendly service
- Build morale and team spirit by fostering a positive work environment
- Maintain exemplary cleanliness standards throughout the café, including staff appearance, menus, and equipment
- Act as the role model for excellent work ethic and outstanding customer service
- Create and supervise adherence to floor chart and staff workflow including breaks and special projects
- Work as Café Server/Support four days per week and on administrative duties one day per week, or as needed
- Assist Café Manager with ordering and maintaining stock of food, beverages, kitchen, and service supplies
- Perform opening and closing procedures
- Prepare and monitor cash bags and tip pool data
- Resolve customer issues and respond to feedback on Yelp, Trip Advisor, Open Table, and Google
- Work with Café Manager and IT Coordinator to continually improve, maintain, and train staff on POS system
- Attend regular meetings with Café Manager to discuss café staffing issues, product quality, inventory review, customer satisfaction, upcoming events, etc.
- 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 Lead Server role
- 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: \$18.00 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 8 hours, plus a ½ hour or 1-hour lunch. Shift times are staggered from 7:30am to 8:00pm, depending on the season.
- 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 email a resume, cover letter, and three work-related references to humanresources@japanesegarden.org, with "Café Assistant Manager" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by **Monday, June 21st, 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 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
- 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.