



## Portland Japanese Garden seeks Seasonal Full-Time Admissions Associate

### Position Overview

The Admissions Associates are responsible for providing exceptional customer service, cashiering, and general reception for the Garden. This position is great for someone who is looking for seasonal work and enjoys customer service. The Admissions Department is overseen by the Operations Manager of Admissions, who works closely with the Admissions Assistant Manager. The Admissions Associates reports to the Admissions Assistant Manager.

This position is available immediately and runs through the end of October.

**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

- Welcome visitors and process general admission transactions
- Adhere to all cash handling and credit card transaction procedures and policies
- Maintain a high level of accuracy when processing and handling the Garden's assets
- Enforce Garden policies and etiquette
- Assist visitors with local area questions (e.g., parking, directions, bus schedule, restaurant suggestions)
- Perform light maintenance in and around Welcome Center and Staff areas (e.g., sweeping, washing windows, dusting)
- Serve as a positive ambassador for the Portland Japanese Garden
- Assist with event check-in as needed
- Provide customer service to Garden members 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

- At least two years of customer service experience
- At least one year of cash handling and POS experience

## Special Requirements

- Must be available to work weekends and evenings as required
- Must be able to work in all types of weather conditions
- Must be able to remain in a stationary position and/or move about the Garden for several hours
- Must be able to lift up to 40 lbs.

## Compensation

- 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 seasonal, full-time, hourly position with 30-40 hours per week. Shifts are typically 6-8 hours (plus ½ hour lunch).

## Applications

To apply, please email a resume, cover letter, and three work-related references to [humanresources@japanesegarden.org](mailto:humanresources@japanesegarden.org), with "Full-Time Seasonal Admissions Associate" in the subject line. Please no phone calls or hand delivered applications. **Applications accepted until the position is filled.**

All submitted applications will be held in confidence.

## 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 include:

- 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.