**JOB TITLE:** Visitor Services Associate  
**REPORTS TO:** Visitor Services Manager / Retail & Art Manager  
**STATUS:** Full-Time & Part-Time Hourly Positions Available  
**LOCATION:** Portland, Oregon  
**COMPENSATION:** $16.54/hour + Benefits

**ABOUT LAN SU CHINESE GARDEN:**

Lan Su Chinese Garden is one of Portland's greatest treasures and most interesting sites to see while visiting Portland. A result of a collaboration between the cities of Portland and Suzhou, our sister city in China's Jiangsu province that's famous for its beautiful Ming Dynasty gardens, Lan Su was built by Chinese artisans from Suzhou and is one the most authentic Chinese gardens outside of China.

The mission of Lan Su Chinese Garden is to cultivate an oasis of tranquil beauty and harmony to inspire, engage and educate our global community in the appreciation of a richly authentic Chinese culture.

Lan Su Chinese Garden is accepting applications for both Full-Time and Part-Time Visitor Services Associates, which is a dynamic role that supports the retail operations of the Garden Shop, the Art Exhibition Program, admissions at the ticket booth, and works on the operational side of opening and closing the garden, assisting visitors and volunteers on the plaza, at the front gate, and throughout the garden. This role will also occasionally assist with after-hours special events.

**BENEFITS:**

**Full-Time, fully benefited positions** are eligible for the following: Employer Paid Kaiser Health and Dental Insurance for employee only coverage, Employer-paid Group Life/ADD and short-term disability insurance, vacation time accrual, sick time accrual, holiday pay or accrual of floating holiday if you are scheduled to work on a recognized paid holiday, Garden Shop & Teahouse Discount, 401K Participation and Employer match, Friend-Level Membership to Lan Su Chinese Garden, Complimentary gym access to the workout facility in the administrative office building, and complimentary access to reciprocal venues through Portland.

**Part-time, Partially benefited positions** are eligible for the following: Vacation time accrual (based on number of hours worked), sick time accrual (up to 5 days per year), holiday pay or accrual of floating holiday hours if you are scheduled to work on a recognized paid holiday.
(based on number of hours worked), Garden Shop & Teahouse Discount, 401K Participation and Employer match, Friend-Level Membership to Lan Su Chinese Garden, Complimentary gym access to the workout facility in the administrative office building, and complimentary access to reciprocal venues through Portland.

POSITION SCOPE:

Shifts are generally between 4-8 hours, between 9:30am-6:30pm. Availability on weekends/evenings is required. Note that the garden’s hours change seasonally as do the job hours. Review of applications to begin immediately with applications accepted on an ongoing basis.

RESPONSIBILITIES:

- Follow daily financial procedures i.e., balance cash drawer with cash register report, maintain proper cash and supply levels etc.
- Provide visitors with accurate information about the garden, including the benefits of membership, daily programs etc.
- Provide a high level of customer service to visitors to the garden by selling in the Garden Shop or Ticket Booth, and/or pop-up retail outposts. Interact with visitors and members in a proactive and engaging way selling tickets, memberships, and merchandise.
- Provide merchandise information and a level of engagement which helps "make the sale"
- Maintain cleanliness and stock levels of the Garden Shop and Ticket Booth.
- Participate in garden events as needed and provide administrative services on project basis i.e. Garden Shop receiving and tagging merchandise, art exhibition support, managing special event ticket sales etc.
- Open and close the garden on time along with your team members.
- Oversee the support of the Volunteer Greeter Host resulting in excellent customer service and volunteer satisfaction.
- Facilitate the operational aspects of programs and events (as needed), including set up and break down, AV needs, and support of program partners resulting in excellent visitor experience.
- Model and demonstrate excellent customer service while engaging with volunteers and visitors resulting in a positive visitor experience.
- Assist the Visitor Services Manager with general visitor and garden safety.

REQUIRED QUALIFICATIONS:
- High school diploma
- At least two successful years in retail sales providing outgoing, front-line customer service
- Excellent verbal and written communication skills with visitors, colleagues, volunteers, and members of all ages and backgrounds.
- Aptitude for independent problem solving with a positive, calm, and professional demeanor.
- Cash register and cash handling experience.
- Aptitude for working well as a team, problem solving, and remaining calm under pressure.
- Ability to stand for extended periods of time in various environments and warm/cool indoor/outdoor temperatures daily.
- Regularly lift up to 40 lbs.
- Basic computer skills required: POS systems and Outlook, iOS touchscreens; Computer savvy highly preferred with a love of learning new technology
- Knowledge of Chinese culture and Mandarin language skills desired but not required.

HOW TO APPLY:

Submit cover letter, resume, & three references to lansuhr@lansugarden.org. **Please indicate preference for full-time or part-time position.** No phone calls or drop-ins, please. These applications will not be considered. Applications accepted on an ongoing basis.

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Lan Su Chinese Garden is committed to maintain an environment where employees contribute to the organization’s achievement, take pride in the results of their work, are appreciated as individuals, and are encouraged to develop to their fullest extent. Lan Su is an Equal Opportunity Employer. It is our policy that employees will not be discriminated against in the terms and conditions of employment because of race, color, religion, sex, national origin, age, marital status, sexual orientation, disability, or any other classification protected by law.