Visitor Service & Experience Associate

Lan Su Chinese Garden is seeking a part-time employee for a combined role in the Retail and Programming Departments. The Visitor Services Associate works the retail operations of Garden Shop and Ticket Booth. The Visitor Experience Associate works the operational side of opening and closing the Garden and set up / break down of programming events. Please read the entire job posting, including how to apply as incomplete applications will not be considered. This position reports to both the Director of Retail & Admissions, and the Director of Programs & Events.

Shift times vary seasonally depending on garden public hours and events. Hours average 14 to 20 hours weekly and are subject to change as COVID-19 restrictions ease. Primary availability is weekends. Additional shifts can include weekdays, evenings, and holidays as required. Review of applications to begin immediately with ideal start date of April 13.

Submit applications to jobs@lansugarden.org with cover letter and resume to the Director of Retail & Admissions. No phone calls.

Essential Functions of the Visitor Service Associate:

- Follow daily financial procedures e.g. 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, art exhibitions, Discover Lan Su app content, etc.
- Provide a high level of customer service to visitors to the garden by selling in the Garden Shop or Ticket Booth. 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 model safe behavior, including all COVID-19 internal and external cleaning & safety protocols.
- Replenish merchandise stock levels of the Garden Shop.
- Participate in garden events as needed and provide administrative services on project basis e.g. Garden Shop receiving and tagging merchandise, art exhibition support, managing special event ticket sales etc.

Essential Functions of the Visitor Experience Associate:

- Open and close the Garden on time and in conjunction with the retail and teahouse staff.
- Provide a high level of customer service to visitors and members as the entrance greeter.
- Provide “on the ground” operational support for programs and events – includes equipment set up and break down, AV and sound tech support resulting in excellent visitor experience.
- Monitor and properly display garden signage and collateral.
- Provide communication to Department Directors of issues related to maintenance and safety.
• Provide communication with garden security to ensure the safety of staff and visitors.
• Monitor and respond to issues related to public safety and visitor injuries and incidents and properly document and report incidents.

**Education, Experience, Skills:**
• High school diploma.
• At least 2 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.
• Ability 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 outdoor temperatures.
• Ability to lift up to 40 lbs.
• Basic computer skills required: POS systems and Outlook, iOS touch-screens; Computer savvy highly preferred with a love of learning new technology.
• Knowledge of Chinese Cultural and Mandarin language skills desired but not required.

**Application Procedure:**
Upload a cover letter summarizing your qualifications specific to this job and indicating your interest in this position along with a current resume. No phone calls and drop-ins, these applications will not be considered. Receipt of application materials will be acknowledged. Applications accepted until position is filled. Lan Su Chinese Garden strives to attract, hire, train, and promote quality individuals who have a proven ability to perform in a professional organization. Lan Su is proud to be an equal opportunity employer and makes employment decisions based on merit. We want to have the best available person in every job. 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 the 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.

**Job Type: Part-time Non-Benefited**

**Position Qualifies for Oregon Sick leave, Premium Holiday Pay rate, and Holiday Closure Pay**

**Salary:** $14.00 /hour