JOB TITLE: Senior Visitor Services Associate
REPORTS TO: Visitor Services Manager / Retail & Art Manager
STATUS: Full-Time, Fully Benefited
LOCATION: Portland Oregon
COMPENSATION: $18.50 per hour

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 a full-time Senior Retail and Art Visitor Services Associate, a dynamic role that supports the retail operations of the Garden Shop and art exhibition program, admissions at the Ticket Booth, and works the operational side of opening and closing the garden, assisting visitors and volunteers on the plaza, at the front gate, and throughout the garden, and occasionally helping 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.

POSITION SCOPE
This is a Full-Time position, scheduled to work 40-hours per week. Hours are generally scheduled between 9:00AM-6:30PM, with availability on weekends/evenings 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:
• Ensure daily cash register opening and closing procedures and register accuracy and integrity are maintained by all staff on duty. In absence of a manager, count and replenish starting tills and banks for all retail locations.
• Assist the Retail and Art Manager with the delegation and execution of appropriate responsibilities to staff to facilitate smooth flow of operations.
• Assist with special events and Art at Lan Su program, helping with art installations and interfacing with the artists, replenishing art bins, coordinating artist presentations and retail consignments as needed.
• Uphold stocking standards to ensure optimum product presentation to maximize sales.
• Maintain appearance of public and private work areas with appropriate signage, merchandise, and housekeeping tasks.
• Report on store maintenance issues including lighting, fixture repair, POS equipment, and housekeeping.
• Perform projects including but not limited to: receiving, shipping, web maintenance, and online ticketing support.
• Participate in physical inventory counts in conjunction with supervisor and other retail leads.
• Serve as the team’s go-to person for customer service issues in the absence of Managers. Assist with answering visitor emails and voicemails.
• Execute garden safety and security protocols and procedures. Ensure incident reports are completed in a timely manner. In the absence of Managers, serve as the main point of contact with the onsite security officer.
• Assist with obtaining coverage/covering staffing gaps along with the Retail and Art Manager.
• Assist in staff training.
• 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.
• Open and close the garden on time along with your team members.
• Perform other duties/projects as needed.

REQUIRED QUALIFICATIONS:
• Bachelor’s Degree or equivalent combination of experience and education
• Minimum 2 years’ experience in retail sales, preferably in a specialty store environment and/or at a cultural institution with volume visitation
• Experience working with volunteers, diverse clientele, and/or member-based organizations valued but not required
• Excellent verbal and written communication skills with visitors, colleagues, volunteers, and members of all ages and backgrounds
• Experience with art and/or consignment sales valued
• 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 indoor/outdoor temperatures. Ability to 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

METHOD OF APPLICATION: Submit cover letter, resume, & three references to lanhsuhr@lansugarden.org. Please put “SENIOR VISITOR SERVICES ASSOCIATE” in the subject line of your email. No phone calls or drop-ins, please. These applications will not be considered. Applications are accepted on an ongoing basis.

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Lan Su Chinese Garden is committed to maintaining 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.