JOB TITLE: Teahouse Manager
REPORTS TO: Vice President of Operations
STATUS: Full-Time, Fully Benefited, Exempt
LOCATION: Portland, Oregon
COMPENSATION: $50,000-$60,000 plus benefits

Lan Su Chinese Garden mission 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 Asian culture.

About Lan Su Gardens:
Lan Su Chinese Garden is one of Portland’s greatest treasures and most interesting sites to visit in Portland. A result of a collaboration between the cities of Portland and Suzhou, our sister city in China’s Jiangsu province that is 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.

Lan Su may have the purposeful career you have been wanting to grow with this position scope: The Teahouse inside Lan Su Chinese Garden is dedicated to the thoughtful exploration of tea culture from China and beyond. Tea has the power to transform the spirit and our offering is to cultivate community and harmony through engaging tea experiences. The manager will focus on tea care, tea knowledge and culture of China, including traditional service knowledge and Teahouse standards of brewing and service. Combining ancient and culturally accurate methods with modern allowances as an invitation for all to pause with tea.

You will champion the needs of the Teahouse operations, including opening and closing, staffing, and providing a welcoming and intentional space for contemplation, light dining, and the experience of authentic Chinese tea service. You will partner with our Culture and Community Engagement team on after-hours special events and programming. In addition, you will manage, report, and reconcile financials from the Teahouse revenues and utilize data to assist in fostering a meaningful niche guest experience.

Essential Responsibilities:
- Manages all front and back of house Teahouse operations.
- Supervises four full-time, front of house and back of house employees on a regular basis.
- Schedules all Teahouse staff with consideration of appropriate responsibilities to facilitate smooth flow of operations.
- Makes decisions regarding hiring, evaluation, promotion, and termination of employees, or makes related recommendations that are given weight.
- Identifies and addresses ongoing training needs.
- Leads service standards to ensure the best possible customer and member experience.
- Partners with peer managers to produce exceptional garden events and programs.
- Tracks trends in consumer consumption to determine which products should be sold in the Teahouse. Establish future fulfillment needs.
- Research suppliers and negotiate contracts for product fulfillment processing.
- Orders and manages inventory, creating fiscally accurate and profitable annual physical inventories.
• Reconciles sales with cash deposits. Ensures daily cash register opening and closing procedures and register accuracy and integrity are maintained by all Teahouse staff on duty.
• Executes garden safety and security protocols and procedures. Ensures incident reports are completed.
• Other related responsibilities as assigned.

You may not have everything needed. You have a strong combination of experience, technical, academic skills and passion in the following areas:
• 3+ years of front and back of house high end and/or niche restaurant management.
• 2+ years of direct supervisory experience.
• 2+ years of inventory management.
• Ability to lead and develop a team and provide effective feedback to ensure expectations are clear and able to be met.
• 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.
• Demonstrated ability to be self-motivated and take initiative.
• Excellent customer service skills with a focus on creating a welcoming and learning environment.
• Proven organizational skills, time management, and computer skills.
• 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 and interest in traditional Chinese tea service.
• Knowledge of Chinese culture and Mandarin language skills desired but not required.
• Ability to work evenings, weekends and holidays as needed.

For your personal well-being, the Garden offers: (Full-time, fully benefitted positions)
• Beautiful garden environment with areas to walk and enjoy an oasis of tranquil beauty.
• Employer Paid Health and Dental Insurance for employee only coverage.
• Employer-paid Group Life/ADD and short-term disability insurance.
• Vacation time accrual.
• Sick time accrual.
• One (1) Personal Floating Holiday per year.
• Holiday pay or accrual of floating holiday if you are scheduled to work on a Lan Su recognized paid holiday.
• Garden Shop & Teahouse Discount.
• 401K Participation and Employer match.
• Complimentary Family & Friends Membership to Lan Su Chinese Garden.
• Complimentary gym access to the workout facility in the administrative office building.
• Complimentary access to reciprocal venues throughout Portland.
We look forward to hearing from you, just follow these few steps to send your information to us: Place “Teahouse Manager” in the subject line of your email along with your cover letter, resume, & three references to lansuhr@lansugarden.org. Please, no drop-in’s or phone calls. Applications will be received on a rolling basis until the position is filled.

_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._