JOB TITLE: Visitor Services Associate  
REPORTS TO: Visitor Services Manager  
POSITION STATUS: Part Time  
Pay: $17.50 per hour  

*Lan Su Chinese Garden’s 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 Chinese culture.*

**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 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.

**POSITION SCOPE:**

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Lan Su Chinese Garden is accepting applications for part-time Visitor Services Associates, 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 throughout the garden, and occasionally helping with after-hours special events.

**RESPONSIBILITIES:**

- 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, 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 e.g. 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.
- Shall stay busy during down time to help proactively stay ahead of tasks.
- Oversee the support of the Volunteer Greeter Host resulting in excellent customer service and volunteer satisfaction.
• (As needed) Facilitate the operational aspects of programs and events – 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 leaders with general visitor and garden safety.
• Other duties as assigned.

REQUIRED QUALIFICATIONS:

• 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.
• 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 touch-screens; 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 lansuhr@lansugarden.org. Please VSA in the subject. No phone calls or drop-ins, please. These applications will not be considered. Applications accepted on an ongoing basis.

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.