Lan Su Chinese Garden is seeking the garden’s first Visitor Services Operations Supervisor to support the daily operations of the visitor-facing teams of Portland’s iconic Chinese garden.

**JOB TITLE:** Visitor Services Operations Supervisor

**REPORTS TO:** Director of Visitor Services

**SUPERVISES:** The Visitor Services Associates

**POSITION STATUS:** Exempt, benefited, full-time. Benefits include health, dental, vision, paid vacation & sick leave, Garden Shop discount, 401K & Friend Level Membership to Lan Su Chinese Garden.

**POSITION SCOPE:** Lan Su Chinese Garden is seeking a full-time employee with a proven history of team leadership experience for a new role in the organization. The Visitor Services Operations Supervisor supports the front-line garden staff in daily admissions, retail, and visitor experience operations. This position is an on the ground operational-team lead for staff opening and closing the Garden, operating the Ticket Booth and Garden Shop, and the functioning aspects of programs and events. Please read the entire job posting, including how to apply, as incomplete applications will not be considered. This position reports directly to the Director of Visitor Services with additional support from the Director of Programs & Events.

Shifts are primarily Thursday through Monday, averaging 40 hours weekly. Daily schedule varies according to season and festival needs, with peak season shifts 9am - 6pm. Hours are subject to change as COVID-19 restrictions ease and can include evenings and holidays or additional meetings as required. Review of applications to begin immediately with an ideal start date of June 15th.

**RESPONSIBILITIES:**

As operational team lead, supervise and support Visitor Services front-line staff, approximately 6-8 employees varying seasonally, communicating issues to department Directors as appropriate.

Oversee opening and closing the garden in conjunction with the Visitor Services frontline team. Prepare team daily with holistic view of garden activities (horticulture, teahouse, facilities, programs, art, et cetera).

Deliver a high level of customer service to visitors and members. While on duty, manage visitor information and ticketing queries both via phone and email. Respond to elevation of all visitor service-related issues.
Communicate with department Directors on issues related to maintenance and safety. Monitor and provide communication regarding public safety issues with the contracted security company. While on duty, serve as the primary monitor for issues related to public safety and visitor injuries, including proper documentation and reporting. Oversee the training and documentation related to public safety for front line staff.

Oversee the daily financial procedures e.g., balance cash drawer with cash register report, maintain proper cash and supply levels related to opening register tills etc.

Build and consistently model a team-based culture of respectful communication and transparency, ensuring that information flows easily between all garden departments. Manage staff communication hub in the break room/office space, enabling team members access to resources.

Provide break coverage for staff that you support and serve as fill-in for any “call-out” shifts. Create schedule for on the ground staff, working with the director to augment efficiency, visitor experience, and maximize staff strengths while growing skill sets.

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, providing visitors with accurate information about the garden, merchandise, benefits of membership, art exhibitions, special events, Discover Lan Su app content, etc., both in retail locations and at the front gate.

Maintain cleanliness and model safe behavior, including all COVID-19 internal and external cleaning & safety protocols.

Participate in garden events as needed and provide administrative services on project basis e.g., Garden Shop inventory, receiving and tagging merchandise, art exhibition support, managing special event ticket sales, et cetera.

In conjunction with Directors, participate in hiring of Visitor Services Associates. Serve as training lead and work with Directors to routinely refresh training procedures and appropriate assessments.

**REQUIRED QUALIFICATIONS:**
High school diploma required. Bachelors/College degree preferred.
Minimum of two years’ experience providing outgoing, front-line customer service, with cash register and cash handling experience.
Previous supervisory experience required.
Excellent and respectful verbal and written communication skills with visitors, colleagues, volunteers, vendors, and members of diverse backgrounds.

Talent for independent problem solving and adaptability with a positive, calm, and professional demeanor under pressure.

Capacity to deal with and respond to challenging situations that involve public safety.

Aptitude to work with a team as well as to motivate and lead a busy team.

Ability to stand for extended periods of time in various environments and outdoor temperatures.

Ability to regularly lift up to 40 lbs.

Ability to frequently stoop and bend.

Ability to occasionally use stepladders in a stockroom environment.

Intermediate computer skills required: POS systems experience preferred, CRM database experience preferred, MS365/Outlook and computer savviness highly preferred with a love of learning new technology.

CPR/AED/First Aid Certification required, or willingness to obtain certification as condition of employment at employer’s expense.

Knowledge of Chinese culture and Mandarin language skills desired but not required.

**COMPENSATION:** $41,600-$45,760, based on experience.

**APPLICATION PROCEDURE:** Upload or email a cover letter summarizing your qualifications specific to this job and indicating your interest in this position along with a current résumé and three references to jobs@lansugarden.org with the subject line: VS OPS Supervisor. No phone calls or drop-ins please; these applications will not be considered. Receipt of application materials will be acknowledged. Résumés accepted until position is filled.

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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.