Lan Su Chinese Garden is accepting applications for both full and 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 occasionally helping with after-hours special events.

**JOB TITLE:** Visitor Services Associate

**REPORTS TO:** Visitor Services Operations Supervisor

**POSITION STATUS FULL-TIME:** benefit package includes: health, dental, vision, paid vacation & City of Portland sick leave, 401K match, Garden Shop discount, & Friend Membership to Lan Su Chinese Garden

**POSITION STATUS PART-TIME:** benefit package includes: City of Portland sick leave, 401K match, Garden Shop discount, holiday pay differential, & Friend Membership to Lan Su Chinese Garden

**POSITION SCOPE:** Hours are generally between 9:30-6:30, 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:** 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.
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 the Visitor Services Operations Supervisor with general visitor and garden safety.

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.
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 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 culture and Mandarin language skills desired but not required.

COMPENSATION: $15.00/per hr starting

METHOD OF APPLICATION: Submit cover letter, resume, & three references to jobs@lansugarden.org. No phone calls or drop-ins, please. These applications will not be considered. Applications accepted on an ongoing basis.

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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.