

JOB TITLE: Visitor Services Associate

REPORTS TO: Visitor Services Manager

POSITION STATUS: Part Time, On-Site, Monday, Friday, Saturday availability required

Pay: \$17.80 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: More than just a botanical garden, Lan Su Chinese Garden opened in 2000 through a collaboration between Portland and its sister city, Suzhou. Built by Suzhou artisans, it stands as one of the most authentic Chinese gardens outside of China. Inspired by Ming dynasty scholars' gardens, Lan Su evokes beauty, provokes thought, and offers over 500 programs annually through community partnerships. At Lan Su, we proudly embrace our mission to inspire, engage, and educate our global community in the appreciation of a richly authentic Chinese culture.

POSITION SCOPE:

Lan Su Chinese Garden is accepting applications for part-time Visitor Services Associates (VSA). The VSA is the first point of contact for visitors. VSAs open and close the Garden, process ticket sales and memberships, support the retail operations of the Garden Shop and art exhibition program, support program set up and tear downs, and work after-hours special events. Regularly engage with multiple departments to implement Lan Su's Visitor Experience Philosophy.

VSAs are scheduled between 9:30am and 4:30 or 6:30pm, depending on the season. Weekend & evening availability is required. Review of applications to begin immediately with applications accepted on an ongoing basis.

RESPONSIBILITIES:

- Lead, follow and embrace the Lan Su Vision, Mission & Values.
- Model and demonstrate excellent customer service when engaging with volunteers and visitors.
- Process ticket and membership sales with accuracy and efficiency.
- Follow daily financial procedures to the detail. Balance cash drawer with cashier report, and promptly communicate any needs or discrepancies to manager.
- Inform visitors about the benefits of membership, daily programs, festivals, and events.
- Eagerness and enthusiasm for learning more about the Garden and Chinese culture.
- Public-facing event support for Garden festivals, ongoing programming, and events.
- Complete assigned tasks efficiently to enhance visitor experience. Examples include receiving and tagging merchandise, processing inventory, and printing visitor guides.
- Support volunteers with welcoming and educating visitors, as well as other tasks.
- Maintain cleanliness and stock levels of the Garden Shop and Ticket Booth.
- Participate in garden events as needed and provide administrative services on a project basis e.g. Garden Shop receiving and tagging merchandise, art exhibition support, managing special event ticket sales etc.
- Assist with event set-up and breakdown for Garden and rental events.
- Open and close the garden on time along with your team members.
- Take initiative and be proactive about staying ahead of tasks.

- Alert manager and address safety and/or security issues to protect visitors, staff and the Garden.
- Operate 2-way radios to communicate effectively with Lan Su staff working in the Garden.
- Other related duties as assigned.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalent.
- 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 indicate 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.