

**Portland Japanese Garden seeks Full-Time Tour and Volunteer Coordinator**

**Position Overview**

The Tour and Volunteer Coordinator splits their time between (1) organizing groups and scheduling private and public tours of the Garden and (2) coordinating the Garden’s ten volunteer programs and building and fostering relationships with the Garden’s 200+ active volunteers. The Tour and Volunteer Coordinator reports to the Tour and Volunteer Manager.

Primary Duties

* Tour Coordinator (40%)
  + Book and process all private tour reservations in the Garden’s POS system, Outlook, and in the Volunteer Calendar.
  + Recruit and schedule volunteer tour guides.
  + Coordinate group arrival with the necessary Front of House staff. This may include Admissions, Visitor Services, and/or the Security Team.
  + Greet tour groups at the Welcome Center, and manage and process group admission.
  + Convey Garden etiquette and organizational policies to groups during the booking process and again at check-in. The Tour Coordinator is responsible for a group’s conduct when they are in the Garden.
  + Give public and private tours of the Garden when volunteer tour guides are unavailable.
  + Evaluate the Tour Program annually and recommend improvements to the Tour Manager.
* Volunteer Coordinator (60%)
  + Maintain the calendars for the Garden’s ten volunteer programs.
  + Receive volunteer requests from all Garden departments, and recruit volunteers to fill open shifts.
  + Consistently communicate with volunteers regarding scheduling, events, Garden news, and training opportunities.
  + Compose a Volunteer Newsletter and send to volunteers quarterly.
  + Make daily rounds and spend time with the volunteers while they are on shift. Provide feedback on volunteer performance to the Volunteer Manager on an ongoing basis.
  + Receive volunteer applications and interview potential new volunteers.
  + Orient new volunteers and assist with training programs for each of the ten volunteer programs.
  + Assist the Volunteer Manager with orientation and appreciation events.
  + Make presentations to the volunteers and be able to speak to groups of 5 to 200 people.
  + Oversee the volunteers during cultural festivals and/or special events.
  + Cover shifts for absent volunteers.
  + Assist with Art in the Garden exhibition staffing.
  + Work with other departments to foster volunteer involvement and contributions. Recognize and reward volunteers in meaningful ways.

Other Responsibilities

* Familiarize oneself with the organization and the Employee Handbook
* Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork, and creating an atmosphere of open, honest, two-way communication
* Maintain a high level of professionalism in manner and appearance
* Adhere to Garden Dress Code

Qualifications

* 2 years of experience in volunteer administration
* Genuine interest in connecting with the volunteer community
* Positive and upbeat personality as well as excellent interpersonal, customer service, and problem solving skills
* Demonstrated experience working in a collaborative work environment and promoting teamwork
* The ability to work effectively with people of diverse ages, talents, and backgrounds

Special Requirements

* Experience with Volgistics software, cash handling, and POS systems
* Flexibility to modify work schedule as needed, occasional evening work required
* Must be able to work efficiently in a busy, open office environment
* Must be able to remain in a stationary position for extended periods at events and be able to lift items up to 25 lbs.
* Valid driver’s license
* ODL background check and criminal background check required

Compensation

* $15.00-$16.00 per hour, commensurate with experience
* This is a full-time, hourly position with 40 hours per week. Shifts are typically 8 hours (plus ½ hour lunch), 7:30am to 4:00pm, Tuesday through Saturday.
* Benefits: health, dental, and vision insurance (premium 100% covered for employees); 401k plan (4% employer match after 1 year of service); paid vacation, sick, and holiday time.

Applications

To apply, please email a resume, cover letter, and three work-related references to [humanresources@japanesegarden.org](mailto:humanresources@japanesegarden.org), with “Tour and Volunteer Coordinator” in the subject line. Please no phone calls or hand delivered applications.  Submit application materials by **Friday, September 14th, 2018**.

All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. The Garden has a year-round staff of 80+ FTE’s and 20+ seasonal staff, supplemented by over 300 volunteers. All of our staff play a vital role in helping our visitors experience the beauty and tranquility of the garden and expand their understanding of Japanese culture.

A few of the benefits our employees enjoy include:

* Working at a beautiful, authentic Japanese garden, overlooking the city
* Incentives for alternative transportation for your commute to work
* A workplace culture that prioritizes hiring and promoting from within
* Access to the Garden for you, your family, and your friends
* The opportunity to attend a variety of cultural events
* Reciprocal access to other area attractions, such as the Lan Su Chinese Garden, Portland Art Museum, and the Oregon Zoo

The Portland Japanese Garden is proud to be an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We recruit, employ, train, compensate, and promote without regard to race, color, national origin, creed, religion, sex, gender identity, sexual orientation, marital status, parental status, disability, age, veteran status, or any other status protected by law.