

Assistant Manager, Guest Services



POSITION OVERVIEW

The Assistant Manager, Guest Services welcomes guests to the Japanese Friendship Garden of Phoenix with exemplary *omotenashi* inspired customer service. This position is responsible for the daily customer service operations of the Japanese Friendship Garden of Phoenix, including gift shop and garden attendant services.

COMPENSATION AND BENEFITS

Schedule: 32 hours per week, Monday-Thursday OR Friday-Monday
Wage: \$17.50/hour with \$50.00 monthly cell phone allowance
Benefits: 40 hours paid vacation time; 40 hours paid sick time (both accrued annually)
Eligible to enroll in JFG medical benefits program

Status: Full-time; non-exempt
Reports to: Cultural Collections Manager
Employer: Japanese Friendship Garden of Phoenix, Inc.

RESPONSIBILITIES

GUEST SERVICE OPERATIONS

- Lead daily operations of Admissions, Gift Shop, and Garden Attendants, including sales, cash handling, staff scheduling, and encouraging Garden etiquette guidelines. Serve as back-up for Gift Shop Staff and Garden Attendants as needed.
- Assists Gift Shop Manager with merchandise including inventory and value assessment
- Performs maintenance of admissions and point-of-sale systems, including building and tracking online ticket sales and assisting with reporting
- Coordinate with Private Rentals Manager and Education Assistant and Gift Shop Staff to maintain master events calendar
- Coordinate with Marketing & Outreach Manager on brand compliance
- Be on-site for additional hours as needed to assist with signature event/exhibit programming
- Assist Gift Shop Manager with developing annual budget. Maintain all budgeted expenses and assist with month-end reports as needed. Support all staff with reaching revenue goals
- Serve as first point of contact for crisis situations during Garden operating hours
- Other duties as assigned by Cultural Collections Manager or Executive Director

PERSONNEL MANAGEMENT

- Hire, supervise, train, and mentor hourly Gift Shop Staff for assigned days
- Hire, supervise, train, and mentor hourly Garden Attendant staff for assigned days
- Coordinate with Volunteer Coordinator on support needed for daily operations

JOB REQUIREMENTS

- Minimum two years of sales, retail, cash handling or related experience
- Minimum two years demonstrated project and people management experience
- Japanese and/or Spanish language skills a plus
- First aid training or certifications a plus
- Excellent customer service skills
- High levels of personal motivation; ability to thrive with independent work and collaborate in a team

TO APPLY

- Email cover letter and resume as attachments to info@jfgphx.org with the subject line Assistant Manager, Guest Services. In the cover letter, please indicate which hourly schedule you would be most interested in.
- Deadline: July 21, 2021

Japanese Friendship Garden of Phoenix is an Equal Opportunity Employer and considers all applicants without regard to race, religion, color, sex, gender identity and/or expression, sexual orientation, marital or parental status, age, national origin, veteran status, disability, or any other status protected by law.