

Visitor Services Associate, Japanese American Museum of Oregon, Portland, OR

This is a part-time (20 hours/week), exempt, position. Potential to increase.

Compensation: \$15.50 per hour

- Free staff parking in paid lot across the street

Organization Information:

The mission of the Japanese American Museum of Oregon (JAMO) is to preserve and honor the history and culture of Japanese Americans in the Pacific Northwest, educate the public about the Japanese American experience during World War II, and to advocate for the protection of civil rights for all. Located in Portland's historic Old Town neighborhood where a Japantown once stood, the organization manages a history museum as well as the Japanese American Historical Plaza, also known as the Bill of Rights Memorial.

Position Summary:

The Japanese American Museum of Oregon seeks a Visitor Services Associate who is skilled at providing excellent customer service. The Visitor Services Associate will support the day-to-day operations of the Museum at the Museum's front desk and in the Museum Store.

The Visitor Services Associate will help to create a museum experience that is welcoming, accessible, and memorable. As ambassadors of the Japanese American Museum of Oregon's high standards of hospitality, they are knowledgeable and passionate about JAMO's mission, collection and exhibitions, programs, and events. Duties include actively welcoming visitors and providing pertinent information / resources, as well as selling museum subscriptions and merchandise from the Museum Store.

The Visitor Services Associate plays an important role within the museum. While being attentive and experience-oriented, they will primarily use their customer service skills and data input to deliver a world-class museum experience to the Museum's visitors. As part of a small team, they will work closely with management including the Facilities Manager, Marketing Coordinator, Operations Manager, Director of Education, and the Executive Director to achieve museum goals.

Duties and Responsibilities:

Visitor experience:

- Greet visitors entering the museum, determine the nature and purpose of their visit, and direct them to specific destinations and pertinent resources.
- Communicate professionally and with courtesy at all levels and be open to feedback.
- Assist with all opening and closing duties, special event preparations, and other duties as assigned.
- Answer incoming phone calls.
- Stay informed on all aspects of the Museum's collection, exhibitions, programs, and events by providing orientation, wayfinding, and resources to visitors.
- Ingress/Egress: Help with crowd control and flow, safety of Museum objects, and queue management.
- Assist with keeping facilities and exhibits areas accessible, clean, presentable, and immediately report any deficiencies of equipment or facilities to the Facilities Coordinator.
- Working on special projects that utilize employee's skills or will be trained on.

Museum Store:

- Daily register accounting and balancing with accurate point of sales operation.
- Monitor and engage visitors' interest in the Museum store, to promote and sell merchandise, event tickets, and museum subscriptions.
- Upkeep of the Museum Store: Clean, restock, organize inventory and back-stock.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Performance Expectations – Knowledge, Skills, and Abilities

- **Social interest** — Must enjoy working with a wide array of visitors, vendors, and customer service situations. Demonstrated ability to work well with individuals from diverse backgrounds.
- **Hospitality and Service Orientation** — Knowledge of principles for providing customer services. This includes actively looking for ways to help people, assessing customer needs, meeting quality standards for services, and evaluation of customer satisfaction.
- **Critical Thinking and Strong Decision-Making Skills** — Ability to use problem solving and analytical skills to successfully handle multiple competing priorities, and carry out timely, effective decision-making.
- **Proactive Problem Solving** — Ability to take initiative, identify and positively resolve issues in the moment.
- **Perceptive** — Ability to work with close attention to detail and to maintain confidentiality.
- **Communicate Well** — Ability to professionally present information.

Other Requirements:

- Ability to work weekends and some evenings.
- Ability to stand, walk, and/or sit for long periods of time.
- Need to be able to perform basic math skills and give correct change at the register.
- Need to be able to operate point of sales iPad.

Minimum Requirements:

- Proficiency in the English language is required (written and verbal), and multilingual applicants are strongly preferred.
- Must have a reliable form of communication (phone, email).
- Education: High School Diploma or equivalent
- Demonstrate and practice sensitivity to all elements of diversity in the museum with staff, visitors, and all programs and services the museum provides.

To apply, please submit a resume and letter of interest to info@jamo.org or by mail to **Japanese American Museum of Oregon, 411 NW Flanders Street, Suite 100, Portland, OR 97209, Attn: EX. DIR.** Successful candidates will be contacted for interviews.