



## VISITOR EXPERIENCE HOST (PERMANENT/FULL TIME OR TEMPORARY PART TIME POSITIONS)

Nikka Yuko Japanese Garden is now accepting applications for the position of Garden Visitor Experience Host/Hostess. We are looking for an enthusiastic individual that will work with a team of Hosts/Hostesses (Interpreters) inside the garden delivering a visitor experience that is educational, engaging, and memorable.

Nikka Yuko Japanese Garden is a world-renowned Garden that has provided excellence in horticultural, historical, and cultural programming for more than 50 years. The Garden plays an important role in our community in understanding our local and regional history through the celebration of cultural diversity of those of Japanese Ancestry. Our Mission is to provide an opportunity for our guests to experience the serenity and peace of our natural environment, as expressed through Japanese Garden architecture and culture, while maintaining Nikka Yuko as a world-class living exhibit.

**We have permanent full-time as well as temporary part-time (November - February) positions open. Please include your desired position in your cover letter.**

**HOURS:** 37.5 Hours/Week for full time (Including evenings, weekends, and some holidays)

- Winter Light Festival Hours -2:00pm to 10:00pm for Full Time
- Winter Light Festival Hours -5:00pm to 9:00pm for Temporary Part Time
- Summer Hours Vary depending on bookings/tours/garden operational hours

***Nikka Yuko Japanese Garden is a seasonal experience that requires different operational hours for different seasons.***

### SUMMARY OF DUTIES:

The Visitor Experience Host will work directly with Education and Program Manager and the Visitor Experience Supervisor to ensure that our Society is reflecting our Mission and Vision statement. Our Mission is to provide an opportunity for our guests to experience the serenity and peace of our natural environment, as expressed through Japanese Garden architecture and culture. This role will assist the team in many responsibilities to ensure our guests a positive visitor experience in our world class living exhibit while assisting the Executive Director and Management team in achieving their strategic goals.

This role will provide support for our team through being organized and efficient while demonstrating strong leadership skills. The Visitor Experience Host should have strong interpersonal skills and will work closely with the Visitor Experience Manager, Supervisors, Front Line Staff, and volunteers.

- **Supports Visitor Experiences** - Greeting guests warmly, ticket sales, set up and take down of programs/events, assisting with educational programs and customer service.
- **Operations of the Café/Retail Areas** - Serving coffee/tea and other café items, working in the gift shop/retail, bar service
- **Financial Management** - POS System, cash handling and credit card transactions

## QUALIFICATIONS:

- Experience working in customer service
- Conflict resolution skills
- Excellent written and oral communications skills
- Pro-Serve Certification
- Food Safe Certification
- Japanese Language - This would be an asset
- Understanding/Education of Japanese History/Culture - This would be an asset
- Past Retail and Café Experience

**Pro-Serve is mandatory and is a requirement of the job. Training will be provided through AGLC. You must be 18+ to have your pro-serve certificate.**

**COVID-19 Vaccination Policy: For the safety of our staff, volunteers, and guests, Nikka Yuko Japanese Garden is requiring all staff and volunteers to be vaccinated against COVID-19. Candidates must be fully vaccinated by their hire date.**

## PHYSICAL DEMANDS:

- This job will require lifting and moving of tables, chairs and other items up to 25lbs
- This job will require some janitorial support in their work areas including after programs and events
- This job will require to you to work in the café/retail areas and to support programming and events.

**Resumes will be accepted until Monday October 18 at 11:59pm via email only.**

**Qualified Candidates are invited to submit their resume with cover letter to [edassistant@nikkayuko.com](mailto:edassistant@nikkayuko.com) with the position they are applying for in the subject line.**

**All applicants are thanked in advance for their interest however, only individuals selected for an interview will be contacted.**