



CAFE/RETAIL VISITOR EXPERIENCE HOST TEMPORARY/FULL TIME

Position runs from February 2022 to February 2023 with the possibility of extension

\$16/hour starting wage (wage scaled based on experience)

Nikka Yuko Japanese Garden is now accepting applications for the position(s) of Visitor Experience Host/Hostess. We are looking for an enthusiastic individual(s) that will work with a team of Hosts/Hostesses (Interpreters) in 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.

HOURS

37.5 hours/week (weekends and some holidays)

- Winter Light Festival Hours -2:00pm to 10:00pm for Full Time
- Winter Light Festival Hours - 10:00am to 6:00pm for Full Time
- Summer Hours Vary depending on bookings/tours/garden operational hours

Nikka Yuko has daytime and evening operations, your scheduled will change based on the season and operational needs.

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.

SUMMARY OF DUTIES

The Visitor Experience Host will work directly with the Visitor Experience Manager and Retail & Café 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. To achieve this, 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 visitor hospitality role will provide support for our team to be organized and efficient and should demonstrate strong leadership and organizational skills. The Visitor Experience Host, having strong interpersonal skills, will work closely with the Visitor Experience Manager, Supervisors, Front Line Staff, and Volunteers

- **Supports Visitor Experiences** - Greet people in a friendly manner, ticket sales, programming set up and take down and exceptional customer service.
- **Operations of the Café/Retail Areas** - Coffee/tea/light snack service, sell retail, bar service
- **Financial Management** - Operate POS System, cash handling and credit card transactions

QUALIFICATIONS

- Experience working with customer service and conflict resolution skills
- Excellent written and oral communications skills
- Pro-Serve Certification (*You must be 18+ to have your Pro-Serve certificate*)
- Food Safe Certification
- Japanese Language (*Considered an asset*)
- Understanding/Education of Japanese History/Culture (*Strong asset*)
- Past Retail and Café Experience
- Staff must have their COVID-19 vaccination prior to their start 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 your 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 Friday, January 22 via email only.

Qualified Candidates are invited to submit their resume with cover letter to Mana Yoshimoto, Visitor Experience Manager at visitorexperience@nikkayuko.com.

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