



GARDEN VISITOR EXPERIENCE HOST (TEMPORARY - POSSIBLE EXTENSION)

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: Winter Light Festival Hours: 5:00pm to 10:00pm or 4:00pm to 9:00pm, Wednesdays to Sundays.
Nikka Yuko Japanese Garden is a seasonal experience that requires different operational hours for different seasons.

SUMMARY OF DUTIES:

The Garden 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 Garden Visitor Experience Host should have strong interpersonal skills and will work closely with the Visitor Experience Manager, Supervisors, Front Line Staff, and volunteers.

- **Public Relations** - Greet guests at main gates, monitor guest experience in the garden, bar service support inside the garden
- **Gate Admissions** - Scan tickets, explain to guests how to tour through the garden and garden rules, and provide information on daily programs or events
- **Set up and Shut down of Garden** - Light shoveling, sanding on icy spots, heater set up, taking out garbage, placing signage throughout garden

QUALIFICATIONS:

- Experience working in customer service
- Conflict resolution skills
- Excellent written and oral communications skills
- Pro-Serve Certification
- Past event and or ambassador experience and asset

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 is an OUTDOOR position and you must dress appropriately for the weather as Nikka Yuko remains open up to -20C in the winter months. Staff are provided with branded jackets, toques, and thin gloves but are responsible for wearing appropriate snow pants, boots, and other layers to keep themselves comfortable. Overhead heaters are placed at the gate for staff and team members are provided breaks to warm up indoors.

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 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.