



# Crystal Springs Rhododendron Garden

## Job Description

<b><u>Position Title:</u></b>	Seasonal Visitor Services Associate
<b><u>Status:</u></b>	Part time, seasonal
<b><u>Salary / Rate:</u></b>	\$15.75/ hour
<b><u>Typical Schedule:</u></b>	19.5-26 hours / week. Must be able to work weekends and events which may end at 10pm.
<b><u>Reports to:</u></b>	Visitor Services Supervisor(s)

### **About Us**

Crystal Springs Rhododendron Garden is a sanctuary of tranquil beauty for the wellbeing of all. Established in 1950 as a partnership between the Portland Chapter of the American Rhododendron Society and the City of Portland's Bureau of Parks & Recreation, Crystal Springs serves as an important urban greenspace and inspires curiosity, joy, and replenishment in a serene woodland garden. Portland Chapter ARS is the employer for this position.

### **About You**

You're a positive and kind person who enjoys engaging with people. You're friendly, but not afraid to be direct when needed. Being outside and learning about nature is part of your ideal work environment. You're a good teammate and are eager to collaborate with your coworkers.

### **About The Position**

Seasonal Visitor Services Associates are part of a dynamic team that provides exceptional customer service for guests of one of Portland's premier horticulture institutions. This position provides event support for venue rentals and events (weekend and evening work required).

## **Duties and Responsibilities**

### *Position Responsibilities:*

- Provides exceptional customer service to all guests of Crystal Springs, with a welcoming and calming demeanor,
- Processes transactions in the gatehouse for admissions, annual passes, and retail, making sure to follow all organizational cash handling policies,
- Answers the main telephone line and email account to provide accurate and helpful information to inquiries,
- Participates as part of the visitor services team, providing support to and encouragement of co-workers,
- Participates in opening and closing the garden,
- Preps rental site for events including, but not limited to, raking, sweeping, or blowing,
- Performs event setup and breakdown; including chairs, tables and signage,
- Directs vehicle traffic for load-in and load-out as needed,
- Monitors event sites or the gatehouse during after hours rentals, ensuring the general public respects the rented site,
- Janitorial duties including sweeping, dusting, wiping down surfaces, and taking out trash and recycling,
- Stocking supplies and materials in the gatehouse, informing supervisors of needs or low inventory,
- Assists with light gardening activities including clearing pathways, pulling weeds, and raking leaves/mulch as needed.

### *General Requirements:*

- Punctuality and reliability,
- Ability to work independently as well as with a team,
- Positive and professional can-do attitude,
- This role requires that you stand, walk, stoop, bend, stack chairs, set up tables, sweep and rake. Please note that the majority of your day will be spent standing and walking through the garden,
- This position requires that you are able to repeatedly lift up to 40 pounds and are able to push and pull up to 100 pounds with the use of a cart or hand truck,
- Able to work outdoors in various weather conditions including heat, cold, and rain,

- Customer service or event experience preferred.

### **Physical and Environmental Work Space**

- As this is a garden nonprofit, there will be times when you are required to work outdoors in a wide array of weather conditions.

### **Benefits**

- Paid, accrued sick leave,
- Holiday pay, paid at 1.5x for holidays worked,
- Duo level admission to the garden for your term of employment,
- SIMPLE IRA retirement plan with 2% employer match.

### **To Apply**

Please send an email with your name and the position title in the subject line to [friends@crystalspringsgardenpdx.org](mailto:friends@crystalspringsgardenpdx.org) and include a resume, statement of interest, and three references (personal or professional).