



*Instructions for submitting an application can be found at the bottom of this description.

VISITOR SERVICE - FIELD REPRESENTATIVE (SEASONAL)

Position Title: Visitor Service - Field Representative

Status: Seasonal, Non-Exempt. Variable 15-32 hours

Reports to: Program Coordinator, Visitor Services Specialist

Number of Open Positions: 6 - 8

Direct Reports: (o) None

In-direct Reports: (o) None

Position Details

At least one weekend shift, weekdays, and summer holidays required.

- Seasonal: peak season (May - September, can accommodate some shorter season employees)
- Start date May 25th, training May 13th - 15th.
- Hours may vary for weekday and weekend shifts depending on park events.
- Day shifts typically: 9:45 AM - 4:15 PM, or breaker shifts 11:00 AM - 3:00 PM
- On-call shifts available for those wishing to pick up additional hours.
- Occasional swing shift for events: 2:30 pm - 7:30 pm

Salary and Benefits

- \$19/hr.
- Portland sick time accrual
- TriMet Hop card or Washington Park parking pass

Explore Washington Park (EWP)

EWP is a 501(c)3 non-profit dedicated to connecting people with the culture, diversity, and wonder of nature in Washington Park in Portland, Oregon. Our mission is to provide an accessible, inclusive, and cohesive experience for all who visit Portland's destination park. We are guided by the following principles:

We are caretakers of the natural world.

We eliminate barriers that exclude.

We are stewards of exploration.

We embody the nature of Portland.

We are One Park - a community of destinations.

EWP programs include a free shuttle, traffic management and offsite parking services, visitor information services, and park planning. The organization is primarily funded through Washington Park's parking meter revenue. The board of directors includes director-level representation from the Oregon Zoo, Portland Parks & Recreation, World Forestry Center, Hoyt Arboretum Friends, Portland Japanese Garden, TriMet, Travel Portland, and the two adjoining neighborhood associations.

We are an equal opportunity employer and are committed to building a diverse team that represents a variety of backgrounds and perspectives. We celebrate diversity and are dedicated to creating an inclusive environment for all employees. For more information about the organization please visit explorewashingtonpark.org.

Washington Park

Washington Park is one of Portland's oldest parks and, at 410 acres, is home to Hoyt Arboretum, Portland Japanese Garden, World Forestry Center, Oregon Zoo, and the International Rose Test Garden. In addition to the cultural institutions, the Park includes a variety of memorials such as Oregon Holocaust Memorial and Vietnam Veterans of Oregon Memorial, and statues such as the Sacajawea and Chief Multnomah, as well as playgrounds, an archery range, tennis courts, group picnic sites, over 15 miles of trails connected to Forest Park, and a TriMet light rail MAX station. More than 3.5 million visitors enjoy the Park each year, making it one of Oregon's top tourist destinations.

Position Overview

Representatives staff the information booths and assist in some traffic control throughout the summer peak season. They become experts on the Park's attractions and the transportation options within and around Washington Park. The team works collaboratively with Washington Park Rangers and Park Partner staff to ensure visitor needs are met and problems solved. This position is expected to work outdoors in all weather conditions.

Duties & Responsibilities

Visitor Services

- Interact with Washington Park visitors. Provide excellent customer service to Park visitors, including giving information on venues, parking, parking meters, transportation options, and park amenities.
- Set up and take down information booth signs/displays at start/end of shift.
- Complete morning inventory checklists on a daily basis and ensure the booths are stocked with supplies, maps/ brochures, and are presentable. Relate missing items and needs to supervisor.
- Educate visitors regarding Park transportation services, including the Washington Park Free Shuttle, TriMet bus/MAX routes, bicycle and pedestrian networks, and personal and oversized vehicle parking options.
- Maintain daily service logs and track visitor conversations and concerns to assist in EWP data analysis.

Information Referral

- Refer Park rule enforcement and safety and security concerns to 911 as appropriate and Park Rangers. Refer maintenance issues to appropriate contact.
- Direct destination specific questions to the appropriate Park partner liaison(s).
- Use provided radios and other devices and materials to locate information about Park attractions, rates, directions, etc.

Traffic Operations

- Run offsite parking operations as directed.
- Set up and take down traffic control cones/signs when assigned.
- Direct traffic in high-congestion areas; request assistance from Park Rangers or Parking Enforcement via radio when necessary.
- Ensure Park visitors respect the rules related to offsite overflow parking.
- Assist with line management and loading/unloading of buses as well as provide bus arrival information.

Skills

- Positive and outgoing attitude
- Ability to work weekends and holidays.
- 1 year of experience providing exceptional visitor/customer service.
- Strong communication skills.
- Ability to work outside in a variety of conditions.
- Ability to positively represent Explore Washington Park and other institutions.
- Ability to work with both individuals and groups.
- Ability to work independently.
- Ability to perform essential duties, which may include lifting up to 50 pounds.
- Bilingual (preferred).

Competencies

- Service focused.
- Strong problem-solving skills with the ability to think on your feet.
- Self-motivator and able to work independently.
- Diplomatic and able to consider many viewpoints when making a decision.
- Commitment to increasing equitable access to Washington Park.
- Appreciation and commitment to protecting the natural world.
- Flexible in a constantly changing work environment.

Studies have shown that women and People of Color are less likely to apply to jobs unless they meet every single qualification. If you're excited about this role but your experience doesn't align perfectly with every qualification, you may still be the right candidate for this or another role. We are dedicated to building a diverse, inclusive and authentic workplace. All gender identities, orientations, backgrounds and experiences are encouraged to apply.

To Apply

Please email a cover letter and resume to admin@explorewashingtonpark.org. The subject line should be "Field Representative." Within your cover letter please include if you are interested in a full-time or part-time position.

Applicants must be authorized to work in the US through the duration of their employment with Explore Washington Park.

Applications must be submitted by April 22nd, 2024, by 11:59 p.m. PST.