



POSITION DESCRIPTION

Position: Floor Staff (29 hours or less per week)

Reports to: Hospitality Manager

Supervises: N/A

FLSA Status: Non-Exempt

POSITION SUMMARY:

The Japan House Floor Staff oversees front-of-house guest services and assists guests with inquiries regarding Japan House Los Angeles facilities, services, and activities. The position must understand and implement “Omotenashi” (Japanese hospitality) customer service to all guests. The Floor Staff reports to the Hospitality Manager and works with the other team members to respond promptly to and resolve guests’ inquiries and concerns. The work schedule may include nights, weekends, and holidays.

REPRESENTATIVE RESPONSIBILITIES:

- Build a strong knowledge of Japan House’s facilities, services, and surrounding community.
- Stay current with all Japan House services as well as special events.
- Provide guests with general information about Japan.
- Handle guest complaints with a problem-solving mindset.
- Effectively communicate with supervisors and peers by telephone, written correspondence, email, or in person.
- Adhere to the JHLA’s guidelines when communicating the organization’s business with persons outside the organization.
- Provide support to the management team as required in cases of emergency.
- Maintain a clean, healthy, and safe working area throughout the Japan House facilities.
- Communicate with internal retail/restaurant staff to ensure efficient floor operations.
- Work with other departments under the direction of the Hospitality Manager and the Assistant Hospitality Manager.
- A food handlers license will be required at the company’s expense.

ESSENTIAL DUTIES:

Gallery duties

- Greet guests and handling guest questions, and providing optimal service and hospitality
- Provide tours of the exhibition and facilities
- Explain the goals and purpose of Japan House
- Answer phone call inquiries
- Perform light cleaning and maintenance of facilities
- Stand for prolonged periods

Library duties

- Answer phone inquiries
- Catalog and maintaining book inventory
- Greet and assist guests

- Provide tours of library and salon areas

Event duties

- Check-in guests
- Take photos
- Work with event/planning teams to perform event functions
- Set up and break down of facilities
- Serve food and beverages and bus tables at food events
- Perform light cleaning and maintenance of facilities of event space

EXPERIENCE, EDUCATION, CERTIFICATION:

Experience: Minimum of two years of experience in the hospitality/customer service field is required.

Education: Minimum of two years of a college degree is required. Competency in English and Japanese is a must.

Physical Requirement: This position requires standing for prolonged periods as a physical requirement and a core duty of the job—the ability to lift and carry up to 20 lbs. without assistance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required by employees in this position. Employees are expected to be flexible and responsive to changes in the scope of their duties. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the company. All employees are expected to be familiar with and adhere to Japan House's Personnel Policies and Procedures.