Yume Japanese Gardens and Museum of Tucson

A Tucson Botanical Gardens Experience

Position: Gift Shop Assistant

About Yume Japanese Gardens

Yume Japanese Gardens and Museum, a Tucson Botanical Gardens experience, offers visitors an opportunity to experience the beauty, aesthetics, and cultural traditions of Japan through its gardens, exhibitions, and cultural programs. The Yume Gift Shop complements this experience with a thoughtfully curated selection of Japanese art, crafts, gifts, and cultural items.

Position Summary

We are seeking a friendly, dependable, and detail-oriented Gift Shop Assistant to provide excellent customer service and support the daily operations of Yume's retail shop.

The ideal candidate enjoys working with people, is comfortable working independently, and takes pride in maintaining an attractive and welcoming retail environment. An interest in Japanese culture, art, and craftsmanship is highly desirable.

This is a seasonal, part-time position with a regular Saturday schedule of 9:30 a.m. to 3:00 p.m., with flexibility to work additional shifts when needed, including occasional evenings for special events and programs.

Key Responsibilities

- Welcome visitors and provide friendly, attentive, and professional customer service.
- Assist customers with merchandise selection and share information about Japanese crafts, art, gifts, and cultural items.
- Learn about merchandise and its cultural significance to provide helpful and accurate product information.
- Process purchases accurately using the point-of-sale (POS) system, including cash, credit cards, and electronic payments.
- Follow established opening, closing, and cash-handling procedures.
- Maintain attractive merchandise displays and keep the gift shop clean, organized, and well stocked.
- Assist with receiving, unpacking, pricing, labeling, and displaying merchandise.
- Monitor inventory and communicate low-stock items or discrepancies to the appropriate supervisor.

- Support gift shop operations during special events, festivals, and programs as needed.
- Work collaboratively with Yume staff, volunteers, and Tucson Botanical Gardens personnel.
- Perform other related duties as assigned.

Qualifications

- Excellent interpersonal and customer service skills with a friendly, welcoming demeanor.
- Strong organizational skills and attention to detail.
- Ability to handle cash and electronic transactions accurately.
- Dependability, punctuality, and the ability to work independently.
- Willingness to learn about Japanese culture, art, design, and merchandise.
- Availability to work the regular Saturday schedule, with flexibility to cover additional shifts when needed, including occasional evenings.

Preferred Experience

- Previous experience in retail, hospitality, museum shops, or a similar customer-facing environment.
- Familiarity with POS systems and basic inventory procedures.
- Knowledge of or interest in Japanese culture, art, and craftsmanship.

Retail experience is preferred, but enthusiasm, reliability, and a willingness to learn are equally valued.

Work Schedule & Compensation

- **Job Type:** Part-Time, Seasonal (October–May)
- **Regular Hours:** Saturdays, 9:30 a.m.–3:00 p.m. (5.5 hours per week)
- **Additional Hours:** Flexibility to work additional shifts when needed, including occasional evenings for special events.
- **Pay:** $16 per hour
- **Benefits:** Not provided