

Position Required at the JCCC

The Japanese Canadian Cultural Centre is looking for part-time receptionists to work weekday evenings and/or weekend days. Job duties include directing visitors, answering the telephone and email inquiries, membership and event registration, processing payments (including a small retail shop), and other light administrative duties.

Candidates should have excellent organizational and communication skills with fluency in English and Japanese preferred. Effective communication and client relationship skills, a friendly and helpful demeanor, attention to detail, and basic computer skills are also necessary. Must be reliable and able to work independently.

Hours:

Weekdays from 4:00pm to 8:30pm

Saturdays from 9:30am to 5:30pm

Sundays from 9:30am to 5:30pm

Purpose/Scope:

- To act as the “front line” of the JCCC, greeting and directing visitors and managing phone, post, and email transmissions
- To manage financial transactions, program, and event registration at the reception desk
- To manage JCCC Giftshop
- To provide administrative support for other JCCC functions

Major Responsibilities:

- Greet JCCC visitors and provide information and direction in accordance with their needs.
- Balance cash box, sort previous day’s cash receipts, check credit/debit card transactions, and provide daily spreadsheet summary
- Assist customers with various transactions – registration, purchases, donations, invoice payment, etc.
- Answer, screen, and forward incoming telephone calls
- Manage JCCC inbox.
- Coordinate courier pickup/drop-offs and manage courier accounts
- Organize bulletin board, flyers, and JCCC photo albums. (temporarily suspended)
- Coordinate signage with Rentals Team
- Provide assistance to other office staff
- Administer online ticket sales and online registration
- Manage Lost & Found
- Other miscellaneous duties as required

Gift Shop

- Maintain a neat and orderly appearance of the giftshop and giftshop storage areas
- Manage budgeting and accounting for the gift shop
- Manage inventory
- Work with volunteers at JCCC events to promote gift shop sales.

- Promote gift shop via various communication channels (website, social media, newsletter, etc.)

Skills:

- Excellent English language ability (both written and verbal); Japanese language an asset
- Basic skills in MS Word, Excel, Outlook, OneDrive and Adobe
- Excellent organizational skills
- Friendly and effective communication and client relations skills
- Ability to act with discretion when handling confidential information
- Ability to effectively handle difficult situations and remain calm under pressure
- Attention to detail and accuracy
- Ability to multi task
- Ability to respond and adapt quickly in a dynamic and changing environment

Remuneration is commensurate with skills. Flexible time is preferable. Multiple candidates will be hired.

Please send resume and indicate preferred days of work by **January 22, 2023**, to hr@jccc.on.ca. Only successful candidates will be contacted.

Please refer to **Job Posting 300231**