

Please send your resume and cover letter to Jerrold McGrath at [jerroldm@jccc.on.ca](mailto:jerroldm@jccc.on.ca)

**Job Title: Audience Services Associate (2 roles)**

**Reports to:**

Rental and Audience Services Lead (Audience Experience Team)

Salary: \$45,000 / 37.5 hours per week

Benefits after six months.

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**About the Role**

This role helps make sure the Japanese Canadian Cultural Centre (JCCC) is ready, safe, and welcoming for everyone who visits — for classes, rentals, festivals, performances, meetings, and more.

You will help set up and take down rooms, keep the building in good shape, support events, and make sure guests have a good experience.

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**Main Duties**

**Event and Room Setup**

- Set up and take down rooms, tables, chairs, and equipment for events, classes, and rentals.
- Keep spaces and furniture clean and ready for use.
- Help during events to make sure everything runs smoothly and guests are supported.
- Work with staff and volunteers to get spaces ready on time.

**Building Care and Maintenance**

- Do daily checks to make sure the building is clean, safe, and working well.
- Replace diminishing supplies and ensure that equipment and infrastructure necessary for programming are in working order
- Help organize and store supplies, tools, and equipment.
- Report bigger problems to your supervisor or outside contractors.

### **Supplies and Inventory**

- Keep track of supplies such as paper products, cleaning materials, drinks, and garbage bags.
- Restock when needed and tell your supervisor when supplies are low.

### **Security and Access**

- Help manage building keys and alarm systems.
- Be part of the on-call team for after-hours security issues.
- Make sure the building is safe and locked when needed.

### **Working with Others**

- Work with cleaners, landscapers, and other contractors to make sure jobs get done well.
  - Help other staff and volunteers as needed.
  - Join meetings or committees related to building and event support.
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### **Skills and Experience**

- Good at working with people and being helpful and respectful.
  - Can work in a busy place and handle changes quickly.
  - Organized, dependable, and able to solve problems.
  - Can lift and carry 16–50 lbs, stand or walk for long periods.
  - Some experience with repairs, cleaning, or event setup is helpful.
  - Interest in Japanese culture is an asset.
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### **Work Hours**

- Flexible schedule, including some evenings and weekends for events.
  - Must be available for occasional on-call security coverage.
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## **About the JCCC**

The Japanese Canadian Cultural Centre (JCCC) shares Japanese culture and Japanese Canadian heritage with the community. Our motto is **“Friendship through Culture.”**

This role helps bring that spirit to life by keeping our spaces ready, safe, and welcoming for all.