



Position Title: Front of House Associate (Full-Time)

Reports To: Director of Audience Experience

Salary: \$45,000 / 37.5 hours per week (benefits after 3 months)

Hours: Full-time, 5 days per week including Saturdays and Sundays; fixed schedule with some evening shifts

Location: Japanese Canadian Cultural Centre, 6 Sakura Way, Toronto, ON

Position Overview

The Front of House Associate plays a central part in shaping how people encounter, move through, and feel welcomed at the Japanese Canadian Cultural Centre. This position supports all public-facing spaces and activities including the front desk, gift shop, library, workshops, gallery, and café and helps ensure that each visitor's experience is clear, warm, and well supported.

As the first and most consistent point of contact, Front of House Associates help orient visitors to the Centre's spaces, programs, and rhythms. This role ensures that guests, members, artists, instructors, and community partners feel received, informed, and at ease. The position works closely with the Audience Experience team to maintain smooth daily operations while contributing to a welcoming and well-organized environment that reflects the JCCC's values.

Key Responsibilities

Reception and Visitor Services

- Welcome visitors, members, and participants in person, by phone, and via email, offering clear information and friendly assistance.
- Serve as the initial point of contact for general inquiries, registrations, and wayfinding across the Centre.
- Process payments and registrations for workshops, events, and memberships (online and in person).
- Manage incoming calls, general email accounts, mail, deliveries, and courier arrangements.
- Maintain a clean, organized, and inviting front desk area, including seasonal signage, posters, and displays.

Gift Shop

- Support day-to-day operations of the JCCC gift shop, including customer assistance and point-of-sale transactions.
- Organize and maintain display cases, merchandise presentation, and basic inventory tracking.
- Prepare and distribute merchandise for students enrolled in martial arts and cultural classes.

Café Support

- Assist with the organization and upkeep of café areas to ensure they remain welcoming and functional.
- Support basic café service as needed, including preparation of beverages and assisting visitors during busy periods.





Library Support

- Support library operations and assist volunteers, helping maintain a calm, accessible, and respectful environment for readers and researchers.
- Help orient visitors to library use and protocols as required.

Gallery Support

- Assist with support for exhibitions and gallery activities, helping visitors navigate exhibitions and understand schedules or guidelines.
- Coordinate community arts exhibitions
- Log and track gallery sales and commission agreements

Workshops

- Support the delivery of workshops, talks, and special events taking place in front-of-house areas.
- Assist with basic event setup, registration systems, and coordination with instructors or facilitators.
- Help procure supplies and ensure public-facing program areas are prepared and reset as needed.
- Share visitor feedback and observations with the Audience Experience team to support ongoing improvements.

Skills and Experience

- Excellent spoken and written English; Japanese language skills are an asset.
- Strong customer service and interpersonal skills, with an ability to remain calm, welcoming, and solution-oriented.
- Organized, dependable, and comfortable managing multiple tasks in a public-facing environment.
- Basic computer literacy and comfort with point-of-sale systems, registrations, and simple math.
- Ability to work both independently and as part of a team in a fast-paced, people-centered setting.
- Interest in Japanese culture, Japanese Canadian heritage, or cultural organizations is an asset.

About the JCCC

The Japanese Canadian Cultural Centre shares Japanese culture and Japanese Canadian heritage with the community through arts, learning, seasonal festivals, and everyday gathering. Guided by the principle of *Friendship through Culture*, the JCCC understands hospitality, care, and consistency as foundational to meaningful cultural exchange. This role helps bring that ethos into daily practice.

Application Details

Please send your resume and cover letter to harukoi@jccc.on.ca.

Job posting closes January 31, 2026.

Please reference “Full Time Reception Staff – 2026 Spring.”

