JAPANESE CANADIAN CULTURAL CENTRE
カナダ日系文化会館

Position Title: Audience Services Associate

Reports To: Audience Service Lead / Director of Audience Experience

Location: Japanese Canadian Cultural Centre (JCCC), Toronto, ON

Employment Type: Casual

Salary: $22.50/hour

Position Overview

The Audience Services Associate (ASA) helps make sure the 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.

Key Responsibilities

Event and Room Setup

- Set up and dismantle rooms, tables, chairs, audiovisual equipment, electrical cables, and other event-related equipment for events, classes, and facility 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.
- Maintain cleanliness of the venue and ensure spaces are clean and presentable.
- 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.

Other

- Perform additional responsibilities and special projects as assigned by management.

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Qualifications

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.

Additional Considerations:

- Must be able to work flexible, non-standard hours, including weekends, nights, and holidays.
- Must be available for occasional on-call security coverage.

This position is very physically demanding. Previous experience in venue setups and tear downs would be advantageous. Please provide a brief overview that would suggest your existing skill set would be compatible for this position.

Please send your resume to harukoi@jccc.on.ca.
Job posting closes November 6, 2026. Please reference “Casual ASA part-time 2026-2027 Fall”