

Rental Coordinator

Nikkei National Museum & Cultural Centre

The Nikkei National Museum & Cultural Centre (NNMCC) is located on the traditional, ancestral, and unceded territories of the Coast Salish Peoples; and in particular, the x^wməθk^wəy̓əm Musqueam, Sk̓wx̓wú7mesh Úxwumixw Squamish, səliiwətaʔt Tsleil-Waututh, and k^wik^wəł̓əm Kwikwetlem First Nations territories. The mission of the NNMCC is to honour, preserve, and share Japanese culture and Japanese Canadian history and heritage for a better Canada.

Job title: Rental Coordinator

Job summary: The Rental Coordinator will coordinate facility usage for ongoing weekly and monthly programs at Nikkei Centre that relate to arts, culture, language, and heritage. They will coordinate and oversee facility rental for all external bookings, one-time, recurring, and long-term, by providing high-quality customer service. Key responsibilities include developing venue partners, including dozens of program stakeholders, and coordination of rental functions.

Organizational status: The Rental Coordinator will report to the Operations Manager. Full time (35 hours/week) Tuesday-Saturday with expectation to adjust schedule to support activities.

Key Responsibilities:

- Coordinate scheduling and facility needs for ongoing weekly and monthly programs that relate to arts, culture, language, and heritage
- Coordinate facility set-up requirements for programs and rentals
- Provide excellent customer service and execute the entire rental bookings process for all one-time rental bookings (answering inquiries, arranging and attending site tours, familiarize client with facility policies, service and costs, setting up contracts, finalizing floor set-ups, processing payment, and follow-up)
- Provide necessary on-site customer support, including help in floor set-up and event supervision with one-time (i.e. wedding clients) and multiple rental bookings
- Upselling additional services to clients, such as equipment rental and promotional packages, where it seems appropriate
- Develop the rentals and program-related information for communication materials for NNMCC, including the website, the Nikkei Place Network and e-news, and other media
- Support activities related to facility rentals and leases as required
- Coordinate with facility support liaison to ensure client rental needs are met

Qualifications:

- Diploma in business, marketing, event management or equivalent experience is an asset
- At least one-year experience in customer service in a fast-paced environment; experience in event or hospitality industry would be considered an asset
- Fluent in English (conversational and/or business Japanese an asset)
- Proven sales, marketing, and customer service skills and ability to communicate with many different people and personalities

- Computer literate: confident using event database software, MS Office and database, spreadsheets, and word processing. Website experience is an asset
- Positive attitude, patient, understands confidentiality, flexible
- Proven time management skills, organizational skills, ability to exercise good judgment
- Demonstrates cultural understanding of Japanese Canadians and Japanese in a Canadian environment

Applications

Please forward resume and cover letter by email to: Trisha Roberson, Operations Manager - hr@nikkeiplace.org with subject "Rental Coordinator."

Application open until filled.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.