

# Volunteer 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<sup>w</sup>məθk<sup>w</sup>əy̓əm Musqueam, Sk̓wx̓wú7mesh Úxwumixw Squamish, səliłwətaʔt̓ Tsleil-Waututh, and k<sup>w</sup>ik<sup>w</sup>əł̓əm Kwikwetlem First Nations territories. The mandate of the Nikkei National Museum & Cultural Centre (NNMCC) is to honour, preserve, and share Japanese culture and Japanese Canadian history and heritage for a better Canada.

Job title: Volunteer Coordinator

Job summary: The Volunteer Coordinator will be responsible for the recruitment and placement of volunteers in all departments of the museum and cultural centre. They will train and manage volunteer docents, schedule and supervise event volunteers, facilitate digital and in-person education programs and coordinate volunteer recognition.

Organizational status: The Volunteer Coordinator will report to the Operations Manager. They will take direction from the Education Coordinator and Event Coordinator to facilitate and coordinate delivery of programs and events.

Full time (35 hours/week) Tuesday-Saturday with expectation to adjust schedule to support activities.

Work performed:

- Volunteer coordination and supervision for all departments and assist as needed.
- Facilitate digital and in-person educational tours and school programs; communicate with teachers and coordinator volunteer presentations alongside the Education Coordinator
- Assist in cultural day camp programs during school breaks in March and the summer
- Develop recruitment and training plan for volunteer “digital docents” to facilitate digital education programs from their homes, with direction from Education Coordinator
- Volunteer recruitment - advertising volunteer positions on website and other organizations (such as university volunteer sites), attend volunteer fairs representing NNMCC, process new volunteer applications, contact references, facilitate volunteer orientation
- Create volunteer schedules and supervise volunteers during all special events
- Assist event coordinator with pre-event preparation tasks

Qualifications and Skills Required:

- College diploma or university degree in arts and education-related field, such as Education, History, Communications, or Anthropology plus minimum two years’ work experience; or the equivalent in work experience.
- Computer literate including MS Office and database, spreadsheets and word processing. Website experience is an asset.
- Excellent customer service skills and ability to communicate with diverse groups and individuals.
- Time management and organizational skills, ability to exercise good judgment.
- Ability to meet deadlines and work under pressure and in a fast-paced environment.
- Ability to supervise volunteers.
- Knowledge of Canadian and Japanese Canadian history an asset.

- Fluent in English; Japanese language skill is an asset.
- Professional communication via phone, email, and in-person.
- Presentation skills to deliver educational content to school groups; experience or interest in working with children.

**Applications**

Please forward resume and cover letter by email to: Trisha Roberson, Operations Manager - [hr@nikkeiplace.org](mailto:hr@nikkeiplace.org) with subject "Volunteer Coordinator."

Application open until filled.

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