

# Part Time Receptionist Job Posting

Nikkei National Museum & Cultural Centre



*The mission 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.*

Summary: We are looking for someone who embodies the spirit of *Omotenashi* – hospitality – to join our team. The successful candidate will greet visitors as they enter the building, direct them accordingly, and be an informed source of information. The Receptionist will be a friendly, outgoing person who can encourage guests to visit the gallery and shop, and provide explanations on our exhibits and merchandise.

Reporting directly to the Operations Manager, the Receptionist is responsible for the daily administration and delivery of reception desk services at Nikkei Place, including admission to the Nikkei National Museum, Museum shop cashier duties, signing keys in and out, answering and redirecting phone calls, emails, and in-person information inquiries. The receptionist will perform other administrative, project, and special event duties, as directed.

This is a permanent, part-time position. Shifts are Tuesday – Saturday, 9:15am – 5:15pm and Wednesday 5:00 pm – 10:00 pm. Additional shifts or schedule adjustments may be required during special events, including evenings, weekend and holidays. Start date **Tuesday, May 3, 2022.**

## Key Responsibilities:

### **Front of House**

- Prioritize visitors and provide friendly, efficient, and accurate customer service to Nikkei Place visitors.
- Opens and closes the Nikkei National Museum & Cultural Centre building including gallery, shop and reception.
- Processes Museum gallery admissions, perform shop cashier duties, and sell museum merchandise, requiring product knowledge and skilled communications.
- Provide Visitor Information about the NNMCC exhibitions, programs, activities and services, and Japanese Canadian community. Refers visitors to the appropriate program location or contact.
- Answers and screens incoming telephone calls and emails.

### **Clerical/Administrative Duties**

- Receives incoming mail and processes outgoing mail/packages.
- Sells tickets/manage registration for NNMCC events and other special events. Assists as special events as needed.
- Assists with the payments for program and instructor fees.
- Facilitates key sign-out and access to rooms.
- Carries out administrative duties such as invoicing, filing, backups and assisting as needed.
- Processes and mails out NNMCC memberships and answers membership inquiries.
- Orders office and museum supplies as needed and monitors office supply stock.

**Financial**

- Maintains petty cash.
- Receives and records payments for membership, programs, bookings, donations, etc. and promptly submits to the Accountant.

**Communications/Marketing**

- Prepares media releases and listings for local Japanese media.
- Assists in updating the website with general, program, and schedule information.

Qualifications: the successful candidate will be

- Completely fluent in Japanese and English
- Skilled in customer service to provide a memorable visitor experience
- An excellent communicator, both verbally and in writing
- Able to set and manage priorities and work effectively under pressure to meet deadlines
- Confident in their ability to work independently as well as be an effective team member
- Tactful, able to exercise discretion and manage confidential information
- Flexible and able to accommodate each visitor's unique needs.

Compensation: \$16.00 / hour

Location: Nikkei Place: 6688 Southoaks Cres. Burnaby, BC V5E 4M7

Application: Please email your CV and cover letter to Operations Manager, Trisha Roberson – [hr@nikkeiplace.org](mailto:hr@nikkeiplace.org) with subject "Receptionist Position".

Interviews will begin **April 15, 2022**.