

Job Title: Guest Service Attendant

Status: Full-time (35 hrs per week) or Part-time (7-21 hrs per week)

Reports to: Community Engagement Coordinator

Wage Range: \$18.00 – \$22.00 per hour

Location: Nikkei National Museum & Cultural Centre, Burnaby, BC

Position Summary

The Nikkei National Museum & Cultural Centre (NNMCC) is seeking a friendly, professional, and service-oriented **Guest Service Attendant** to join our team. The ideal candidate will demonstrate strong customer service skills and a genuine commitment to providing high-quality hospitality to all visitors.

As the first point of contact, the Guest Service Attendant warmly welcomes guests, provides accurate information about our exhibitions, programs, and events, and ensures an engaging visitor experience. A key part of the Community Engagement team, this role emphasizes front-line customer service and gift shop sales. Reporting to the **Community Engagement Coordinator**, this role is responsible for the daily operations of the reception desk, including admissions to the gallery exhibits and programs, gift shop sales, facility access for renters and program facilitators, and responding to general inquiries in-person, by phone, and online both in English and Japanese. The Guest Service Attendant also supports administrative and event-related tasks as needed, contributing to the smooth and professional operation of NNMCC.

Key Responsibilities

Guest Services

- Greet visitors and provide information on current exhibitions, programs, and activities.
- Monitor gallery and assist with visitor access and experience.
- Support museum events and facility rentals as needed.
- Maintain a membership system and communicate with Members.

Gift Shop, Programs Admissions

- Actively conduct shop sales, process payments, and maintain point-of-sale systems.

- Maintain merchandise displays and assist with restocking.
- Promote memberships and museum donations at the front desk.
- Maintain registration for programs and events.

Front Desk Operations

- Handle telephone and email inquiries.
- Maintain the cleanliness and organization of public and retail areas.
- Support volunteers and event coordination as directed.
- Lead and supervise a volunteer team dedicated to Visitor Services.

Qualifications & Skills

- Friendly, professional manner and strong communication skills.
- Experience in retail, hospitality, or customer service.
- Cash-handling and POS experience.
- Fluent in **English**; conversational **Japanese** preferred.
- Reliable, punctual, and able to work weekends and holidays.
- Computer literate including MS Office, databases, spreadsheets, and word processing

Schedule & Benefits

- Flexible full-time or part-time options (typically Tuesday–Saturday).
- \$19.00–\$22.00 per hour, depending on experience.
- Benefits available for full-time eligible employees.

Applications

To apply, please submit your resume and cover letter to: **hr[at]nikkeiplace.org**, with subject “Guest Service Attendant – [First & Last Name]”. Applications will be accepted until the position is filled.

We thank all applicants for their interest; however, only shortlisted candidates will be contacted for an interview.

Location: Nikkei National Museum & Cultural Centre, 6688 Southoaks Crescent, Burnaby, BC

About NNMCC: Nikkei National Museum & Cultural Centre's (NNMCC) mission is to honour, preserve, and share the history and heritage of Japanese Canadians and Japanese culture in Canada. Located in Burnaby, BC, the NNMCC is a museum and gathering place that bridges Japanese and Canadian arts, culture, and history, fostering pride in our heritage and a strong multicultural Canada. We do so through exhibitions, events, and programming, and by preserving and maintaining our Japanese Canadian archives, collection, and library for research, education, and interpretation.