

Job Posting – Facility Support Staff

Nikkei National Museum & Cultural Centre

Posted: Sept 2026

FACILITY SUPPORT STAFF: POSITION SUMMARY

As a member of the Nikkei National Museum & Cultural Centre (NNMCC) **Facility Support Staff** team, you will play a key role in ensuring our building is welcoming, clean, and secure. You will be responsible for setting up event space to client specifications, maintaining high standards of cleanliness, and providing excellent customer service to our guests and community members.

DUTIES & RESPONSIBILITIES

- **Room & Event Setup:** Configure tables, chairs and audiovisual (AV) equipment to client specifications, ensure all furniture and equipment are clean and in good working order.
- **Facility Maintenance & Cleanliness:** Perform light cleaning (sweeping, mopping, vacuuming, dusting), empty waste/recycling bins, restock washroom supplies, and tidy rental spaces for upcoming clients.
- **Safety & Security:** Conduct regular building patrols, report maintenance or damage issues to management, and ensure all doors, windows, and exits are securely locked at the end of the day.
- **Guest Support & Communications:** Serve as a helpful point of contact for client inquiries, respond promptly to client requests and communications, and maintain a friendly, professional demeanor at all times.
- **Community & Team Care:** Foster an environment of respect and inclusivity for members of the public and the Nikkei community, maintain strict confidentiality, and perform other duties as assigned.

SKILLS & QUALIFICATIONS

- **Physical & Technical:** Ability to lift and move furniture (tables/chairs) for event setups, familiarity with basic AC/technical equipment is a plus.
- **Customer Service:** Excellent interpersonal skills with a friendly, professional approach to assisting diverse guests, clients, and volunteers.
- **Language Skills:** Conversation English required, Japanese language ability is a strong asset.



- **Work Ethic & Professionalism:** Punctual, reliable, and a collaborative team player who can manage time effectively and handle confidential information with tact.
- **Community & Inclusive Care:** Commitment to fostering a respectful, welcoming, and inclusive environment for the public and the Nikkei community
- **Scheduling & Availability:** Flexible schedule with a primary focus on evenings and weekends (occasional weekdays). Must be available to occasionally work late-night shifts past midnight (*a shift premium is paid for post-midnight hours*).

Term: Part Time and On-call

Hours: Schedules vary based on operational requirements, with no fixed weekly hours. Working hours are primarily weekday evenings and weekends, including occasional late-night shifts.

Salary: \$18.25/hr

ABOUT NIKKEI NATIONAL MUSEUM & CULTURAL CENTRE

The Nikkei National Museum & Cultural Centre is a non-profit charitable organization dedicated to preserving and sharing the rich history and culture of Japanese Canadians. We offer engaging exhibitions, educational programs, and community events that explore the heritage and contributions of Japanese Canadians to Canada. We also celebrate Japanese culture through a variety of programs and events, fostering intercultural understanding and appreciation.

ABOUT US + LOCATION

Please see this link for full details: <https://centre.nikkeiplace.org/about-us/>

HOW TO APPLY

Please submit a cover letter and resume to hr@nikkeiplace.org with the subject line: "Facility Support Staff"

We thank all applicants for their interest; however, only those selected for an interview will be contacted. Candidates will be chosen on the basis of their skill level and ability, therefore we welcome all applicants regardless of race, gender, or disability. We invite individuals who reflect the diversity of our visitors to apply. In accordance with the British Columbia Accessibility Act a request for accommodation will be considered throughout the hiring process.

