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national museum
& cultural centre

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Employment

Currently seeking:

OPERATIONS MANAGER

POSITION SUMMARY

We are seeking a talented individual to join our team as the Operations Manager, reporting to the Executive Director and an indirect report to the Museum Director/Curator. The ideal candidate utilizes excellent teamwork, organizational and communication skills to implement best practices for operating a non-profit organization. The position requires use of good judgement, responsibility and problem-solving. The Operations Manager is responsible for the successful management of cultural programs, rental sales, special events, visitor services and volunteerism at the NNMCC, ensuring that they align with the mission, vision and values of the organization and the NNMCC Strategic Plan. In addition, this position is responsible for attaining fiscal targets and managing an operational budget. You will work closely with the Program, Special Events, Sales, Volunteer, Facility Coordinators, and Receptionist to provide leadership and direction for activities that fulfill the mandate of the NNMCC.

MEMBERSHIP, PROGRAMS & VOLUNTEERISM

The Operations Manager supervises the administration of member services, including membership packages, benefits, and program discounts. You will manage NNMCC programs and rental programs in the facility, along with supporting the development and maintenance of a robust

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EVENTS

You will manage the strategy and plan for annual special events to support the fiscal targets and NNMCC Strategic Plan, including a leadership role in Nikkei Matsuri and Community Awards Dinner fundraisers. The Operations Manager ensures that the Special Events Coordinator and staff implement logistical plans for NNMCC special events including facility staff support, volunteer needs, community impact, cross-departmental impact, and marketing.

VENUE SALES & FACILITY

The Operations Manager will oversee the management of all commercial revenue streams including facility room rentals, weddings and private bookings, and long-term rental partners. You will lead the Sales Coordinator in ensuring delivery of excellent customer service and the development and execution of a streamlined rental bookings process. In addition, you will give direction to the Facility Team Supervisor and maintenance/janitorial staff to maintain the facility, including the museum.

OTHER DUTIES

The Operations Manager will support the development of grant applications, and will serve in an “all hands on deck” capacity to support other team members and ensure the success of key projects, exhibit openings, and events.

SKILLS & QUALIFICATIONS

- Highly developed organizational, managerial and teamwork skills.
- Strong verbal and written communication.
- Effective and efficient problem-solving with the ability to manage multiple tasks and projects while smoothly adapting to change.
- Ability to work independently and learn new skills, while working within budgets and deadlines.
- Experience with facility management, museum and cultural sector non-profits organizations and community driven projects.
- Microsoft Office, membership and event management software. Experience with website content management (WordPress) is an asset

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Terms: Permanent, Full-Time

Hours: 9:30 am – 5pm Tuesday to Saturday (with expectation to adjust schedule to include occasional evenings, Sundays and Mondays when needed)

HOW TO APPLY

Please submit a cover letter and resume to:

Karah Goshinmon Foster, Executive Director: [kgoshinmon\[at\]nikkeiplace.org](mailto:kgoshinmon@nikkeiplace.org)

Application Deadline: November 8, 2019

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

Facility Team

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.

Position Summary

The Facility Staff is a hands-on staff person assuming overall responsibility for the set up and cleaning duties and for facilitating use of the Nikkei National Museum & Cultural Centre.

- Part-time and on-call.
- Lifting and moving of tables and chairs, some janitorial duties, customer service.
- Audio Visual, and technical equipment knowledge an asset.
- Evening & weekend shifts with the occasional weekday shifts.
- Flexible shifts.
- Minimum 7 month work visa required.
- Conversational level English required (opportunity to improve your English!)
- Japanese language ability is an asset.



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- Set-up and take down for events, programs, meetings, weddings, birthday parties (Tables, chairs, AV equipment)
- Customer Services (on-site communication)
- Facility Management/Maintenance
- Facility upkeep/cleaning
- Ensure all requested audiovisual equipment and accessories are set up to specifications and are in good working order.

Facility Application Form

No calls, please.

Please forward applications with resume by email to Patrick Fujisawa, Facility Coordinator:
facility[at]nikkeiplace.org

Become a Member

Nikkei National Museum & Cultural Centre is a non-profit, registered charitable organization and relies on the ongoing support of our dedicated members. An annual membership entitles you to receive an electronic subscription to the *Nikkei Place Network* program guide and *Nikkei Images* museum publication, voting privileges at the Annual General Meeting, a 10% discount at the Museum Gift Shop, and exclusive discounts at amazing local sponsor businesses! [READ MORE](#)

Reception | Gift Shop | Office Hours

Tuesday-Saturday, 9:30am – 5:00pm

Program operating hours, 10:00am – 9:30pm



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Nikkei National Museum & Cultural Centre

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Closed Sunday, Monday & Stat. Holidays

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