JOB DESCRIPTION

Evening/Weekend Programs and Facility Coordinator

Full and Part-time Positions Open*

Weekday Evenings (5:00-10:30p) and Weekends (9:00a-6:00p)

INTRODUCTION

The Japanese Cultural and Community Center of Northern California (the Center) is a nationally recognized community-based California nonprofit organization in San Francisco’s Japantown. The goals of the Center are 1) to preserve, promote, educate and share the Japanese/Japanese American cultural heritage, 2) to preserve the community’s history, stories and legacy, 3) to develop and implement exchange programs between the Japanese American community and Japan, 4) to advocate, organize and empower the Japantown and the Japanese American community to address concerns and relevant issues, and 5) to address the most pressing and emerging needs of the Japanese American community.

The Center’s main building opened in May 1986. It includes conference rooms, a full commercial kitchen, a community social hall and offices which house other nonprofit organizations. The Nisei Community Hall/Gymnasium addition was completed in 1990 and includes a high-school regulation gymnasium with multipurpose usage for traditional Japanese and modern performing arts, cultural arts, social/recreational activities and large-scale community events. The first floor houses an exhibit gallery, art and ceramics rooms and the Japanese American History Archives.

The Center is open seven days a week and annually hosts over 100 programs and events. We provide an array of traditional and contemporary Japanese cultural arts, sports/recreational activities, youth leadership development programs, community events, exhibits and forums, social services, performing arts, and many social activities for community members of all ages, from infants to seniors. During the pandemic, the Center developed an online program presence for the health/safety of its participants. It grew its participant base to include those who could not previously attend due to distance. The Center resumed in-person programs and events but maintains virtual and hybrid programs.

RESPONSIBILITIES

Reporting to the Director of Programs, the Evening and Weekend Programs/Facility Coordinators (Coordinator) support the fulfillment of the Center’s mission and long-term vision by providing programmatic, administrative, event, and facility support.

Facility and Programs Coordination Responsibilities

- Coordinate evening/weekend facility operations. This includes but is not limited to:
  - Punctually open/close the Center on scheduled days and set up/break down rooms as needed for classes, workshops, programs and facility rentals.
  - Coordinate with staff and renters on scheduled room rentals and facility needs.
  - Maintain the safety and security of the building to ensure participant/visitor safety.
  - Manage and report any incidents of emergency, safety, health and security to the Director.
  - Maintain cleanliness throughout the facility each day and at the end of the day.
  - Accept phone calls and forward/take messages as needed.
  - Secure the facility upon departure.

- Coordinate the evening/weekend functions related to program coordination
  - Act as the Center’s program representative on scheduled days, welcoming/greeting visitors.
  - Check-in and accept payments from class/workshop participants.
  - Assist visitors with inquiries about classes, programs, and general Center activities.
  - Provide introductions and welcomes at various workshops to greet participants.
  - Communicate with participants regarding payments, registration or issues as they arise.
  - Research and discuss new and innovative cultural, wellness and social programs targeting the young adult and baby boomer groups.
  - Distribute/collect program surveys from participants following scheduled programs/events.
  - Capture photographs of workshops/programs for marketing purposes.
RESPONSIBILITIES (continued)

Administrative Support Responsibilities (as needed)
- Manage (as needed) administrative duties for the organization, which include but is not limited to:
  - Data entry of constituent payments, attendance or record updates in the Altru database and/or google or excel documents.
  - Assist staff in ensuring the Altru database of individuals, members, patrons (program participants), (major) donors, corporations, businesses and foundations are kept to the highest integrity.
  - Coordinate and implement multifaceted mailings.

Report on all activities to the Director of Programs and notify staff of any unusual activity.

Hours: Weekday Evenings 5:00-10:30 p.m. and Weekends 9:00 a.m.-6:00 p.m. and will depend on and may vary based on the current staffing of the positions. May also include other days if needed/available.

QUALIFICATIONS

This position is ideal for someone who enjoys multitasking and providing exceptional customer service. The individual should also be able to work independently without supervision. This position will require sound judgment and decision-making with limited support. The ideal candidate must be comfortable being the sole staff member at most times and willing to deal with potential issues that may include, but are not limited to, asking individuals to leave the premises, providing basic first-aid, potentially responding to an emergency, etc.
- Minimum two years of customer service experience.
- Possess experience working independently and managing a facility.
- Must be able to move and lift 50 lbs.
- Proficiency with daily administrative and point-of-sale duties.
- Proficient organizational and verbal communication skills.
- Proficiency in English (usage and grammar) and mathematics.
- Possess valid CPR training certification or be willing to obtain CPR certification within 30 days of hire.

*BENEFITS (available for Full-Time position after completion of 90-day

Full medical, dental and vision benefit coverage; Paid personal time off (PTO), legal holidays and year-end holiday leave (~22 days/first-year); 403b retirement benefit matching plan, Flexible Spending Account (FSA) and Public Service Loan Forgiveness (PSLF)

TO APPLY

Interested qualified applicants should submit a resume and cover letter to: jobs@jcccnc.org
- Subject: Evening/Weekend Coordinator
- Please include where you found this posting
- No phone calls and serious inquiries only, please

Selection procedure: Information provided by the candidate in the Job Application/Resume will be assessed to determine their relative levels of job-related knowledge, skills and abilities. Only those candidates determined to be most qualified will be invited for an oral interview.

Prior to appointment, the selected candidate(s) will be subject to a background investigation to determine the candidate’s suitability for employment. The research is limited to job-relevant and legally mandated matters. It may include a reference check, verification of employment history and education, military and financial history, fingerprinting, and criminal and motor vehicle records.

The Center is an Equal Opportunity Employer. Individuals from all backgrounds are encouraged to apply.