

Position Title: Program Coordinator (12-Month Term)

Reports To: Program Manager

Employment Type: Full-Time, Fixed-Term (12 months)

Hours: 37.5 hours per week (salaried)

Salary: \$47,000

Work Schedule: Primarily Monday to Friday during office hours, with regular evening and weekend availability required for events and classes

Location: Japanese Canadian Cultural Centre (Toronto)

Position Overview

The Program Coordinator is an integral member of the Japanese Canadian Cultural Centre's program team, supporting the planning, organization, and execution of a wide range of activities including seasonal festivals, cultural events, community programs, martial arts and cultural classes, workshops, and rental events.

Working as one of several Program Coordinators and under the direction of the Program Manager, the Coordinator plays a critical role in ensuring programs are delivered smoothly, safely, and in alignment with the JCCC's mission, values, and evolving seasonal programming framework. This role requires strong organizational skills, attention to detail, and the ability to coordinate across departments, instructors, volunteers, and community partners.

General Responsibilities

- With direction from the Program Manager, establish and implement project management frameworks to support initiatives involving instructors, volunteers, artists, board members, and external partners.
- Serve as an assigned coordinator on multiple programs throughout the year, working collaboratively with other coordinators and managers as appropriate.
- Compile participation statistics, evaluations, and outcomes to support grant applications, reporting, and internal planning.
- Handle administrative financial tasks including drafting simple contracts, processing purchases and petty cash vouchers, and maintaining client account records.
- Monitor event and program expenditures and alert the Program Manager to potential budgetary issues.

- Maintain organized, accurate, and compliant records in accordance with FOIP and internal filing protocols.
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Communication and Public Interaction

- Act as a liaison between the Executive Director, managers, front desk staff, instructors, participants, volunteers, and other stakeholders, resolving issues with clarity and tact.
 - Serve as a first point of contact for participants and contributors requiring programmatic or personal support, including medical assistance, and refer matters appropriately.
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Key Responsibilities

1. Program and Event Coordination

- Participate in program planning and design sessions to ensure alignment with JCCC's vision and community needs.
- Ensure appropriate room bookings, equipment setup, and logistical readiness for programs and events.
- Manage booking schedules and room allocations in coordination with internal teams.
- Collaborate with the Sales Manager to support rental clients and ensure a positive client experience.
- Work with the Accounting Team to process invoices, reimbursements, and honoraria.
- Recruit, organize, and support volunteers to ensure smooth program and event delivery.
- Collaborate with the Heritage Team to ensure historical and cultural elements are appropriately reflected in programming.

2. Class Administration and Delivery

- Confirm all logistics with instructors, including schedules, space, equipment, and compliance with Plan to Protect and related policies.
- Attend the first two and final sessions of assigned classes to provide on-site support.
- Manage registration data, attendance lists, and participant communications.
- Communicate participant-facing issues to the Audience Experience Team to support system and service improvements.

- Prepare instructor honoraria, letters, student certificates, and purchase program supplies.
- Provide specific support for Japanese language classes, including registration nights and ongoing maintenance.

3. Interdepartmental Coordination

- Collaborate with the Audience Experience Team to ensure events and classes are welcoming, accessible, and well supported.
- Coordinate with the Story + Brand Team to secure image permissions and contribute to documentation and promotional materials.
- Ensure compliance with internal policies, certifications, and safety requirements.

4. Volunteer Coordination

- Recruit, screen, train, coordinate, and support volunteers for assigned programs.
- Match volunteers to roles based on skills, interests, and suitability.
- Design and deliver volunteer orientations prior to program start.
- Maintain volunteer records, databases, schedules, and hour tracking.
- Address and help resolve volunteer-related concerns or conflicts.
- Regularly update the volunteer manual and ensure adherence to regulations related to space usage, LCBO, fire, and public health.

Accessibility

- Coordinate accommodations for participants, instructors, and volunteers with physical, mental, or chronic health conditions to support equitable participation.
- Implement administrative processes that protect confidentiality, dignity, and participant wellbeing.

Please send your resume and cover letter to mayuo@jccc.on.ca.

Job posting closes May 5, 2026.

Please reference “Full Time Program Coordinator”