



Position: Visitor and Retail Services Coordinator

Salary: \$25/hr, benefit plan available

Hours: Permanent, full time. Up to 37.5 hours/week, with the fully supported ability to negotiate your working contract to suit the needs of your body and lifestyle and to accommodate how full-time looks for you. Hours could include time spent working from home. Some evenings and weekends required for special events; flex time available.

Closing Date: open until filled, we will start reviewing resumes on June 10, 2022

Anticipated Start Date: We would like to enable the successful candidate to start as early as July 11, 2022

The Opportunity

Nanaimo Art Gallery is recruiting a new member to our team! The Visitor and Retail Services Coordinator shares the Nanaimo Art Gallery team's values of innovation, collaboration and accessibility and is the first point of contact for many visitors to the Gallery. Prioritizing exceptional visitor experiences, the Visitor and Retail Services Coordinator is responsible for a range of front-of-house services including orienting visitors to exhibitions and communicating effectively about programs, managing The Gallery Store, registrations, membership management, volunteer management and special events.

Reporting to the Executive Director, the Visitor and Retail Services Coordinator will work collaboratively with the Gallery team. The successful candidate will be an administrative professional with superior attention to detail and knowledge of a range of advanced software technologies to create effective systems for front desk management. You are proactive, willing to learn and test new ideas, possess exceptional organizational skills, and have a strong interest in contemporary art and the role of public art museums.

About Nanaimo Art Gallery

Located in the heart of Nanaimo, on the lands of the Snuneymuxw, Nanaimo Art Gallery is a creative hub for Vancouver Island, where we build relationships, connect communities, and affect change through art.

We honour the Snuneymuxw people and the territory on which the Gallery operates, carrying ourselves with *qwum qwum uy'shqwalawum*: operating in the spirit of "good heart, good mind." With this intention, Nanaimo Art Gallery's values are:

Relevance: our work is grounded in community and place

Relationships: we believe in building, nurturing and sustaining relationships
Innovation: we are at the forefront of creativity with quality programs and exhibitions
Openness: we are a welcoming organization for all

The Gallery welcomes everyone to participate in our rich and diverse exhibition and education programs. An inquiry-based approach infuses and connects all Gallery activities and a small, dedicated team of staff, board and volunteers offers a program that is rooted in our unique regional context and resonates with audiences globally.

The Position

Profile of the Candidate

You are a friendly and welcoming individual who is hard working, adaptable and organized. You are excited at the opportunity to contribute to a growing organization. On a daily basis you will work closely with your colleagues as a key member of a supportive team in which all voices are heard.

Drawing on your experiences, you will play a key role in implementing best practices to ensure our Gallery is friendly, inclusive and accessible. You will create a welcoming environment where visitor experience is a priority. From greeting, to introducing the exhibitions and programs, taking registrations for programs, selling memberships and merchandise from the Gallery Store, you will ensure that visitors and members are well looked after and satisfied. You are a self-starter, able to recognize tasks at hand and work fluidly through a variety of responsibilities. You possess a careful attention to detail and the ability to use the latest technologies and software to organize data such as correspondence, memberships, contacts, and inventory management for the Gallery Store.

Specific Duties and Responsibilities

The Visitor and Retail Services Coordinator makes this position their own. Responsibilities will include, but may not be limited to:

Visitor Services & Administration:

- Providing the highest level of customer service to all visitors and program participants - greeting the public, introducing exhibitions, sharing information about programs and events, and addressing enquiries
- Responding efficiently and knowledgeably to public inquiries via email, and by phone; directing inquiries to appropriate team member
- Communicating effectively with the public and with members, donors and volunteers
- Opening/closing the Gallery, maintaining security and responding to incidents and emergency situations; maintaining active awareness of visitors in Gallery
- Opening, closing, and daily maintenance of exhibition installations, including troubleshooting audio-visual technology, and reporting exhibition conditions to the Gallery Technician or Curator as necessary.
- Maintaining a professional, front-of-house work environment, including creating, maintaining and revising front desk policies and procedures.

- Recording exhibition and programming attendance, tracking visitor information for purposes of marketing and audience engagement initiatives
- Managing membership program, including recruitment, retention and renewals
- Processing donations, program registrations, and other transactions via cash, debit and credit and balances all intakes
- Daily cash out procedures and preparation of weekly deposit reports and monthly sales reports
- Managing registration for programs, tours, facility rentals, Artists in the Schools, and other events and communicating effectively with educational programming team, program participants, parents, teachers, and stakeholders
- Collaborating to implement visitor experience surveys identifying strengths and opportunities to improve service
- Researching and implementing new technologies to improve organizational systems
- Researching and implementing improvements to visitor experience, including accessibility and inclusivity
- With support, recruiting and hiring Visitor Services Representatives and front desk volunteers
- Scheduling, training, supervising and directing Visitor Services Representatives and front desk volunteers
- Working with programming team to recognize volunteers, and track volunteer hours
- Assisting with exhibition openings, and event set up and take down
- Working collaboratively with Administrative Coordinator to populate and maintain customer relations management system and coordinate communications with contacts
- Managing correspondence with members, visitors, and stakeholders, including direct mail campaigns and distribution of promotional materials.
- Assisting with administration projects as required

The Gallery Store:

- Recruiting and working closely with artists and vendors to make The Gallery Store an active, thriving space which generates revenue for artists and for the Gallery
- Managing inventory including ordering, receiving, merchandising and reporting
- Setting up, maintaining and rotating displays and merchandise
- Maintaining online store
- Managing cash control including processing transactions, managing cash balancing and deposits, inventory and reporting on a regular basis and at year end
- Preparation of monthly consignment reports, payments to consignment artists and retail vendors
- Collaborating to develop and monitor annual budget for The Gallery Store
- Working with Marketing and Communications Coordinator to promote The Gallery Store and increase its profile through various means including via social media
- Planning and execution of Gallery Store events

Requirements (Qualifications, Knowledge, Education and Skills)

- Exceptional interpersonal skills
- 3-5 years of customer service experience and retail management experience

- Ability to think critically, employ sound judgment, evaluate situations and engage appropriate parties at varying levels to arrive at solutions.
- Ability to successfully organize, prioritize and complete multiple planned and unplanned projects
- Experience dealing with cash, Sage Accounting, and Square POS system
- Proactive and self-motivated
- Confident and clear communicator with strong written and oral communication skills
- Proficiency in common communication tools (MS Office, Google Suite, Zoom, WordPress, MailChimp, etc.)
- Proficiency with CRM software and database management systems
- Knowledge of best practices for staff and volunteer recruitment, retention, and recognition.
- Passion for art and culture
- Desire to contribute to and collaborate with a creative team
- 3-5 years related experience

Preferred Qualifications

- Knowledge of best practices for hanging, handling, and storage of fine art and merchandise.
- Post-secondary degree or diploma in administration or related field
- A combination of education and experience will be considered

To Apply

Please submit a letter of interest, detailed resume, and 3 references by email to Carolyn@NanaimoArtGallery.ca with the subject heading “ Visitor and Retail Services Coordinator Search” Only email submissions will be considered.

The position is open until filled. We will start reviewing applications on June 10, 2022. Only those selected for an interview will be contacted.

Nanaimo Art Gallery hires on the basis of merit and is strongly committed to equity and diversity within its community.

The Gallery encourages applications from visible minority group members, women, Indigenous persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities.

It is currently a requirement of employment at Nanaimo Art Gallery that all employees disclose their COVID-19 vaccination status. Employees who are unvaccinated or who choose not to disclose their vaccination status may be subject to secondary safety measures, including rapid testing.

Date Updated: May 19, 2022