

# **KITCHENER-WATERLOO ART GALLERY**

## **Gallery Attendant**

The Kitchener-Waterloo Art Gallery (KWAG) is seeking an enthusiastic, computer savvy candidate with exceptional organizational and interpersonal skills, coupled with experience in customer service. Knowledge of Microsoft Office and an interest in the visual arts is a must. This is a part-time position with primarily evening and weekend shifts.

### **Profile**

Gallery Attendants are the first face Gallery patrons see as they enter our doors. In addition to establishing a welcoming atmosphere for visitors and providing first-rate customer service, Attendants play an important administrative role by assisting Gallery staff with a variety of tasks.

### **Reports to**

Visitor Services & Volunteer Coordinator

Part-time, evening and weekends, \$17.70/hour

### **Duties and Responsibilities:**

- Greeting all visitors and offering information on exhibitions and programs
- Answering a wide range of general questions from visitors, in person, by phone and email
- Supporting all staff on various administrative duties such as memberships, filing, record updating, marketing mail-outs, education material preparation and registrations for classes and gallery events
- Working special events as required
- Receiving and forwarding calls to staff
- Receiving payments for registration, operating cash and issuing receipts according to policy
- Maintaining lobby/reception tidiness, keeping area organized and arranging and replenishing public information and literature displays
- Tidying and spot-cleaning front entrance and other public areas as required
- Monitoring exhibition areas by video surveillance and advising visitors of Gallery regulations when necessary
- Patrolling all publicly accessible areas and recording any findings as necessary
- Maintaining a log of events and messages pertaining to staff and public activity
- Communicating security issues to supervisor
- Accounting for works of art in exhibitions, equipment and furniture upon opening and closing the building and during regular rounds
- Opening and closing procedures as specified

**Working Conditions:**

- Part-time flexible hours including evenings and weekends to meet schedule of public hours, programs and special events
- Some light lifting, room set-up and take down required
- General clerical duties are expected

**Skills & Requirements**

- Excellent interpersonal and public relations skills
- Exceptional verbal and written communication skills
- Excellent organizational skills
- Proficient in Word, Excel and Microsoft Outlook
- Ability to manage multiple tasks with regular interruptions
- Previous experience or knowledge of the arts an asset
- Previous retail or cash handling an asset

Please send a resume and cover letter by Tuesday 30 November at 5:00 pm to:

Shelly Mitchell, Director of Finance & Administration  
Kitchener-Waterloo Art Gallery  
101 Queen Street North, Kitchener, ON N2H 6P7  
Email: [smitchell@kwag.on.ca](mailto:smitchell@kwag.on.ca)

The Kitchener-Waterloo Art Gallery's is committed to being an inclusive and respectful workplace. We encourage and welcome applications that contribute to the further diversification of the Gallery including, but not limited to, women, racialized persons, Indigenous peoples, persons with disabilities, and 2SLGBTQ+ persons.

We thank all applicants, but only those selected for an interview will be contacted.