

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.

Job Description

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.

The gallery attendant is directly accountable to and reports to the Visitor Services/Volunteer Coordinator.

Duties and Responsibilities:

Receiving the public:

- 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
- Working with all staff on various administrative duties such as memberships, filing, record updating, marketing mail outs, education preparation and registrations for classes and gallery events
- Working special events as required

Maintaining reception and gallery:

- 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

Securing the gallery and its contents by:

- Monitoring exhibition areas by video surveillance. advising visitors of gallery regulations when necessary (no food and drink, no touching artwork, no unsupervised young children)
- 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

Required Skills:

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

Please send a resume and cover letter before February 21, 2018 at 5:00 pm to:

Shelly Mitchell
Kitchener-Waterloo Art Gallery
101 Queen Street North
Kitchener, ON N2H 6P7
Email: smitchell@kwag.on.ca

Only candidates selected for further consideration will be contacted.