

KITCHENER-WATERLOO ART GALLERY

Visitor Services & Volunteer Coordinator

Profile

The Visitor Services & Volunteer Coordinator will lead, instruct and supervise Gallery Attendants, and will be the public's first point of contact for information about Gallery exhibitions and programs. The Visitor Services & Volunteer Coordinator helps promote the Gallery's goals and public image by engaging, informing and building a relationship with all Gallery patrons.

Reports to

Director of Finance & Administration

Full-time, 35 hours/week, annual salary is \$36,934

Duties and Responsibilities:

- Provide front-line reception services and greet all patrons as they enter the Gallery
- Provide patrons with exhibition information and, wherever possible, engage visitors in related discussions and help promote Gallery membership
- Handle all telephone and general email inquiries
- Handle customer registrations and payments, and process reports as required by the Director of Finance and Administration
- Coordinate and implement front desk procedures to capitalize on all contact opportunities with visitors and patrons
- Manage front desk staffing, including developing and monitoring the front desk staff budget, training, supervising, scheduling and conducting performance reviews of Gallery Attendants, as well as initial screening of candidates
- Manage a centralized volunteer program, including recruitment, training, placement and recognition of volunteers, and maintenance of records
- Assist with openings and special events by arranging catering, room set-up and scheduling bartenders and volunteers
- Coordinate and assign duties and projects for Gallery Attendants to ensure their time and skills are fully utilized
- Ongoing review and recommendations of front desk policies and procedures, and the maintenance of a Gallery Attendant policy and procedure manual
- Coordinate mailing services for the Gallery, including daily metering and posting of mail
- Responsible for maintaining a professional appearance for the Visitor Services area, and recommending service extensions and enhancements to improve the visitor experience

- Maintain statistical attendance records
- Coordinate distribution of Gallery marketing material and flyers to the community distribution network, and maintain and enhance the contact database
- Maintain process for collecting visitor email addresses through regular front desk procedures and at Gallery events, ensuring that documentation is forwarded to Director of Administration and Finance for CASL compliance
- Manages rental inquiries and bookings of Community Access Space, including staffing and financial transactions
- Handle opening/closing procedures as required by the schedule and/or ensure these tasks have been assigned on a daily basis
- Other duties as assigned

Skills & Requirements

- 2-3 years experience with a non-profit visual arts organization
- Knowledge of public art galleries/museum field an asset
- Supervisory experience, including scheduling
- Excellent interpersonal, communication, and customer service skills
- Attention to detail and excellent organizational abilities
- Excellent oral and written skills
- Administrative experience and high level of comfort with Microsoft Excel, Outlook, Word
- Ability to provide exceptional customer service in a fast-paced environment
- Ability to establish priorities and accomplish objectives with minimal supervision
- Ability to provide strong and effective leadership, creating a cohesive team environment
- Analytical ability to investigate reconciliation errors and correct them
- Knowledge of secure, accurate, and accountable manner to handle cash
- Volunteer recruitment and supervisory experience

Please send a resume and cover letter by Friday 29 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

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.