

JOB TITLE: Operations & Membership Coordinator

Job Summary:

The Operations & Membership Coordinator will contribute to the objectives of the Kelowna Art Gallery by carrying out defined tasks within the dimensions of the job description. This position reports directly to the Executive Director.

Develops and maintains office procedures and systems in support of gallery operations by:

- Word processing and copying for the Executive Director on a daily basis including correspondence, labels, forms, reports, e-mails, faxes and memos
- Opening and distributing incoming daily mail
- Daily downloading and directing of the Gallery e-mails to appropriate staff members
- Composing letters in response to routine enquiries, and as directed
- Maintaining files for general administration
- Coordinating the Gallery's cleaning and laundry services
- Overseeing the petty cash and front desk cash boxes. Ensuring the Accountant receives reception monetary takings for reconciliation and bank deposit purposes
- Tallying and recording visitor and overall exhibition attendance to the Gallery

Board of Directors Coordination:

- Set up and assist the Executive director with monthly Board meetings, including taking minutes
- Ensuring the Board information binder is kept current, and distributing updated documents to Board members
- Monitoring the terms of Board members and committee members; creating term schedule ready for the annual general meetings
- Maintaining files for all Board and Committee minutes
- Work to organize the AGM and other special meetings or Board events
- Coordinate the purchase and set up of meeting refreshments

Coordination of Gallery purchasing:

- Ensure equipment service and professional service contracts are negotiated, renewed and effectively filled by the provider. These include, fax machine, photocopy machine, and the postage machine.
- Purchase all office supplies, including negotiating special prices, donations of goods and services, etc.
- Monitors office supply consumption to ensure responsible use
- Monitor Gallery merchandise and oversee consignment deals with merchandise suppliers
- Monitor administrative budget in consultation with Executive Director

Sponsorship:

- Under direction from the Executive Director, assist with securing sponsorship for the Gallery by developing sponsorship packages and following up with sponsors as required.

Gallery Donors:

- Ensure that all monetary donations are recorded on administrative spreadsheet, and update list of donors for annual report listings.
- Coordinating donor thank you letters and charitable tax receipts
- Coordinate the Gallery's annual appeal letter under guidance from the Executive Director.

Membership:

- Manage the membership database including entry of member data, updates and renewal information, Board, staff and complimentary memberships
- Keep membership statistics current and report to the Board of Directors as required
- Maintaining current membership list for referral by front desk staff and for annual report listings
- Send notices, renewals, email correspondence etc. as needed to members
- Develop and maintain reciprocal membership with other organizations and members benefits
- Work with the Graphic Designer and Marketing and Events Coordinator to encourage KAG membership
- Work with the Public Programming Coordinator in the support of the Members' exhibition
- Provide membership certificates as directed by the Executive Director for community support

Perform Various Administrative Tasks:

- Develop and maintain files for your own work
- Coordinate with the Registrar to ensure new staff members are issued with alarm codes and gallery keys.
- Ensure the Gallery staff information is kept up to date
- Ensure the general Gallery calendar is kept up to date
- Provide office support for the hiring of new staff by coordinating employment postings for new staff.
- Ensure new employees receive appropriate administrative paperwork for payroll, tax forms, RCMP background check forms etc.
- Manage résumés and employment applications received in person, mail and email
- Verifying part-time staff member's timesheets before submitting for payroll to the Executive Director
- Facilitate Board and staff appreciation events

Supervision of Gallery Assistants:

- Hire, train and manage Gallery Assistants responsible for the front desk
- Schedule Gallery Assistant shifts, including facility rental event shifts
- Provide on-going communication and support, and assist with trouble-shooting
- Oversee the reception day sheets, and forward electronically to Gallery Accountant
- Oversee fundraising event auction payments and follow up with Marketing and Event Coordinator

Working Conditions:

This is a full-time position at 35 hours per week

Overtime must be approved by the Executive Director and will be compensated by time off in lieu of pay

Skills Required:

- Excellent oral, written and interpersonal skills
- Very strong organizational skills with an emphasis on attention to detail
- Ability to consistently meet deadlines
- Ability to plan and stay within budget
- A broad knowledge of fundraising techniques and methods
- A strong team player with the ability to work well independently and within a team environment
- Solid computer skills with familiarity with MS Word, Excel, Outlook and Past Perfect Museum Software.
- Ability to multitask and work with frequent interruptions.