

# kamloops art gallery

## Visitor Services Coordinator

The Kamloops Art Gallery is seeking an energetic person to guide the delivery of exceptional visitor services by filling the position of Visitor Services Coordinator. Women, people of colour, Indigenous persons, persons with disabilities and people in the LGBTQIA2S+ community, and people from other historically excluded communities are strongly encouraged to apply.

The Visitor Services Coordinator is a key role at the Gallery; one where staff, our Board of Trustees, and visitors expect a high level of commitment to the Gallery's efforts and general professionalism. The Visitor Services Coordinator guides the front-line presence; supervises a team of 4+; and manages the day-to-day operations of the Gallery's physical and online Store while keeping the Gallery's mission to foster community engagement with art through exhibitions, programs, and the Gallery's collection as the focus of all visitor service efforts.

The successful candidate possesses visitor service experience; demonstrates a commitment to the importance of historical and contemporary art; has managed teams; and has outstanding organizational, communication and computer skills as well as a keen eye for detail, and the ability to multi-task and prioritize in a busy environment.

**Wage:** \$21/hour

**Employee status:** Permanent, 4 days (28 hours) a week

**Application deadline:** Friday, February 12, 2021

Please email or mail a cover letter and resume to:

Margaret Chromka, Executive Director  
Kamloops Art Gallery  
101 – 465 Victoria Street  
Kamloops, BC V2C 2A9  
mchromka@kag.bc.ca

KAG is committed to equitable hiring. We know that some may have had more disadvantages than others due to systemic barriers. Where possible, we will look at skill and experience over academic or professional degrees. We look to recruit and train those from diverse backgrounds and all are encouraged to apply.

## **JOB DESCRIPTION**

### **Visitor Services Coordinator**

#### **Job Purpose**

The Visitor Services Coordinator is responsible for providing exceptional visitor experiences through the day-to-day operations of exhibition, program, and event admissions and the Gallery Store.

#### **Primary Duties and Responsibilities**

- Learn and understand the various exhibitions, programs, and events to be able to guide and motivate Gallery Attendants and communicate to visitors.
- Support efforts in collecting data and feedback from visitors.
- Use feedback, data, and trends to determine visitor service needs and adjustments to processes and procedures.
- Supervises all visitor services staff including recruitment and selection, scheduling, coaching and training, and performance management.
- Manage the day-to-day operation and management of the Gallery Store and online Store (to launch shortly) including:
  - ensures a clean, organized, and welcoming environment,
  - responding to visitor, customer, vendor, and supplier inquiries,
  - supervising staff and delegating work,
  - overseeing the daily activation and oversight of exhibitions,
  - overseeing the adjustment of inventory,
  - reviewing sales reports and admissions receipts.
- Plans and administers the budget for the Gallery Store in collaboration with the Executive Director.
- Researches and compiles product information for sales staff and provides guidance on product pricing.
- Maintains the inventory database, online Store, and managing the annual inventory count.
- Manages the collection of revenue for gallery attendance, memberships and donations, program admissions, event rentals, including overseeing tracking, revenue reconciliation, and bank deposits.
- Manages the Gallery Store Point of Sale system.
- Prepares, maintains, analyzes, and reports on financial records and sales statistics.
- Completes month-end reporting.
- Develops and maintains operational procedures for Admissions, the Gallery Store, on-site events, and facility rentals.

- Develops and coordinates marketing and promotional initiatives (online and in print) for the Gallery Store.
- Coordinates the set up and hosting of exhibition opening receptions, including coordinating volunteers, logistics, entertainment and physical set up and take down.
- Oversees challenges with the visitor experience by handling any escalations, ensuring appropriate security and loss prevention measures are in place, monitoring exhibitions and events and responding to incidents and emergencies.
- Participates in community events and associations to represent the KAG and promote the Gallery Store including preparing, planning, and coordinating the set up of an off-site store.
- Manages facility rentals including responding to rental inquiries, obtaining event/use details, providing information about KAG logistics and limitations, scheduling rentals, coordinating staff, logistics and security, ordering supplies, planning event set up and take down as required.

## **Relationships**

The Visitor Services Coordinator is responsible for the delivery of exceptional visitor service to everyone who comes to the Gallery and connects with the Gallery Store online. The Coordinator is also responsible for the management of the Gallery Store and online Store, and for overseeing all KAG admissions, program registrations, and events, and facility rentals. The key external contacts for this position include, visitors, volunteers, vendors, potential vendors, students, visiting artists, suppliers, renters, security guards, janitors, RCMP, employees of neighbouring organizations, sponsors, representatives, and officials of Kamloops community associations and non-profit organization, local business owners, and the general public.

In order to effectively perform their duties, the Visitor Services Coordinator is required to work closely with all staff members.

The Visitor Services Coordinator reports directly to the Executive Director.

## **Requirements**

- Proven ability to provide exceptional customer service.
- Previous experience in management-level customer/visitor service.
- Previous experience managing a team.
- Previous experience in a retail store including staff recruitment, scheduling, and performance management.
- Completion of two years post secondary.
- Diploma or degree in fine arts is considered an asset.
- Demonstrated interest in contemporary and historical art.

- Previous experience with managing budgets and financial management and reporting.
- Previous experience coordinating and executing events.
- Extensive understanding of sales principles and inventory management processes.
- Previous experience with point of sale systems and transactions.
- Excellent communication skills, with an ability to be tactful and diplomatic.
- Excellent negotiation and conflict resolution skills.
- Ability to perform under pressure and respond to safety and security issues when needed.
- Ability to be flexible and manage competing priorities.
- Proficient with MS Office programs and POS systems.

### **Competencies**

- Customer Service
- Communication
- Decision Making & Judgement
- Developing Others
- Financial Management
- Inclusivity
- Integrity
- Planning & Organization
- Results Oriented
- Teamwork