



Job Posting

Visitor Engagement Assistant

Part Time, permanent, approximately 15 – 20 hours per week

\$16/hour

Application deadline: May 24, 2021

Start date: late June or early July 2021

About the RMG

The Robert McLaughlin Gallery (The RMG) is seeking a positive, energetic, thoughtful, and collaborative Visitor Engagement Assistant (VEA) to join our hardworking and passionately dedicated team. At the RMG we believe artists are the essential navigators of our complex times and we work to mobilize our communities around inclusivity, equity and cultural exchange.

Job description

The Visitor Engagement Assistant (VEA) supports work that is vital to the RMG's successful operations and helps to provide a welcoming guest experience for all of our visitors. The VEA provides exceptional customer service to visitors; supports operations for the shop, front desk; and public and private events. They are often the first staff member with whom a Gallery visitor interacts, and must communicate knowledgeably and enthusiastically about exhibitions and other Gallery activities as well as lead exhibition tours.

The VEA role is ideal for someone wanting to gain a variety of skills in a cultural institution or looking to start a career in the sector. We are committed to building capacity and to increasing knowledge for emerging professionals. No two days will ever be the same! Shifts will be based front of house at the front desk or shop and actively supporting events.

The VEA reports directly to the Manager of Visitor Engagement & Facilities, and works closely with the Event & Venue Coordinator and Security & Facilities Coordinator. The VEA collaborates regularly with the Curatorial and Learning & Engagement teams.

Responsibilities

With consideration for public health guidelines, responsibilities upon starting the role to include:

- Provide superior guest service and satisfaction to ensure an excellent experience for all visitors
- Project a positive image, serving as an ambassador for the museum
- Maintain clean, professional welcome area and proper cashier operations by following policies and procedures responsible for a broad range of activities including selling memberships and shop inventory
- Relay accurate information about planned programs and events, and direct inquiries to appropriate staff as needed

- Monitor guest compliance with health and safety protocols; sanitize high touch areas
- Handle customer service issues/questions in a professional, polite, and positive manner
- Actively participate in all provided training classes and properly implement newly learned skills
- Assist with RMG Shop customer sales, inventory tracking, merchandising, and promotion
- Assist with social media management and digital retail promotion
- Generate detailed sales reports and spreadsheets
- Assist with management of online store platform(s)
- Perform general administrative tasks
- Other duties as assigned

As public health guidelines change, responsibilities will also include:

- Engage with guests in the exhibit spaces
- Assist with the preparation and teardown of spaces for upcoming rentals, including the coordination of deliveries, allocation of equipment, and the set-up of furniture
- Assist with the of supervision public and private events including the coordination of the activities of caterers, other subcontractors, and/or vendors
- Assist with client relations, correspondence, inquiries, and tours for rental spaces

Qualifications

- Interest in the visual arts, community engagement, and eager to learn about The RMG
- Be friendly, outgoing, and enthused to interact with guests and colleagues
- Be accountable and reliable
- Ability to remain calm, work in a fast paced environment, and interface effectively with visitors in both conveying information and listening to their questions/complaints
- Be open to multiple points of view and avenues for problem solving
- Takes initiative regularly when you see things that need attention and makes decisions
- Be well organized and thorough with close attention to detail and follow-through
- Act as a team player who works well with others and shows courtesy and respect to colleagues
- Excellent written, communication, administrative, and organizational skills
- Proficient in Word, Excel, and Microsoft Outlook
- Must be able to work a flexible schedule to include weekends, holidays and special events
- 1-3 years of front line customer service experience
- Experience with event coordination, and/or the hospitality or catering industry is an asset
- Experience in another cultural organization or related attraction strongly preferred

Preferred and required after commencing position:

- Smart Serve certificate
- First Aid certificate
- Police Vulnerable Sector Check

Working Conditions

- Ability to work from home depending on public health guidelines
- Part-time flexible evening and weekend hours

- Some heavy lifting, set-up and movement of furniture, some long periods of standing/walking around Gallery spaces
- Some reaching, kneeling, set-up and take down required

The Robert McLaughlin Gallery is an equal opportunity employer and encourages applications from qualified candidates from visible and invisible minority group members, women, Indigenous persons, persons with disabilities, persons across the spectrum of sexual orientation and gender identities and others with the skills and knowledge to productively engage with diverse communities. We are committed to hiring on merit and to removing barriers in employment policies. Should you require accommodation during the interview process, please let us know and we will work you to meet your needs.

To apply please forward your cover letter and resume to communications@rmg.on.ca in a single PDF document. Please note that we will only reply to candidates selected for consideration and interview. Thank you for your interest in joining us at the RMG!