



Job Posting

Manager, Visitor Engagement

Full Time, permanent

Salary: \$45,000 - \$47,500

Application deadline: June 19, 2022

Start date: August 2, 2022

Job description

The Manager, Visitor Engagement ensures the successful operation of our day-to-day visitor services, events, and acts as a leader for the welcoming guest experience we provide to all of our visitors. This multi-faceted position oversees visitor engagement, coordinates our RMG Fridays series, manages venue rentals and hospitality, and recruits and engages our volunteers. They work closely with our marketing and communications team to centre visitors in our approach to marketing, branding, and wayfinding. They collaborate regularly with our curatorial and learning and engagement teams to support onsite programming.

The Manager, Visitor Engagement builds a vibrant culture within the department, placing particular emphasis on collaboration, communication, and service. They foster an equitable and inclusive team environment that values and encourages each person's potential.

The Manager, Visitor Engagement reports to the CEO. They collaborate regularly with other departments and team members.

This position supervises Visitor Engagement Assistants and Volunteers.

Responsibilities

Visitor Engagement

- Develop and maintain front of house services by providing a safe, friendly, informative, engaging, and vibrant environment for visitors, whether online, by phone, or in person
- Responsible for the smooth and efficient running of the front of house operations in collaboration with the Security + Facilities Coordinator and Director, Finance + Operations
- Respect all confidentiality, principles, and practice of the protection of personal information of patrons
- Maintain accurate records of visitor statistics and complete monthly reports

- Work strategically to better integrate programming opportunities and offerings into visitor orientation and experience
- Coordinate and deliver RMG Fridays event series including booking musicians/performers, liaising with community partners, onsite coordination, and planning with sufficient lead time
- Work with the relevant departments to ensure that interactions with artworks/exhibitions are monitored, staffed (as required), and communicated to the public effectively
- Provide leadership to assigned staff, and inspire and train staff to achieve exceptional customer service standards, and communicate with visitors in meaningful ways
- Monitor issues and trends in our local and regional community, and bring into staff discussions and planning
- Build enduring, meaningful relationships with stakeholders, funders, and community organizations, particularly those in Downtown Oshawa
- Provide back up support to Security + Facilities Coordinator and/or Visitor Engagement Assistants as needed

Volunteer Management

- Recruit and supervise volunteers and provide direction, coordination, and consultation for all volunteer functions
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Evaluate all aspects of volunteer programs to ensure effectiveness, and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation

Shop

- Develop and execute an RMG Shop strategy, and manage shop operations ensuring product relevance and shop profitability
- Overall product management including sourcing, ordering, pricing, merchandising, returns, and inventory
- Manage relationships with third-party vendors providing retail operations

Hospitality

- Strategically manage, analyze, and develop revenue generating activities at the RMG
- Oversee the venue rental program: ensure up to date venue rental package, coordinate onsite meetings with potential clients, complete contracting process with clients, and ensure onsite event delivery with support of Visitor Engagement Assistants and security
- Liaise with and manage relationships with catering partners

Qualifications

Necessary Skills + Experience

- 3+ years' experience with position responsibilities
- Experience with event coordination, and/or the hospitality or catering industry
- Experience in a retail environment, managing inventory and consignment items

- Excellent interpersonal skills, including the ability to communicate clearly, lead, and show tact and diplomacy when necessary.
- Strong administrative, organizational, prioritization and time management skills.
- Excellent people management skills, including the ability to recruit, manage, motivate, and develop a team of volunteers
- Experience with budget management
- Ability to follow procedures, protocols, and policies with an acute attention to detail, committed toward working to high standards, and an ability to introduce improvement where a need has been identified.
- Proficient in Microsoft Office

Necessary Attributes

- Strongly believes in accessibility, diversity, equity, and fair representation in the arts. Actively chooses inclusive language.
- Accountable and reliable.
- Interest in the visual arts and community engagement.
- Committed to working together with, and building community.
- Friendly and enthused to interact with guests and colleagues
- Ability to remain calm, work in a fast paced environment, and adapt to changes.
- Open to multiple points of view and avenues for problem solving.
- Takes initiative regularly when things need attention and makes decisions.

Bonus Skills + Attributes

- Post-secondary degree in event coordination, business, hospitality, retail management or a related field.
- Entrepreneurial and business skills
- Marketing and/or social media skills
- Experience in a charitable, museum, gallery, or cultural organization.
- Knowledge of modern and contemporary art in Canada.
- Prior knowledge of the goals and activities of the RMG.

Preferred and required after commencing position:

- Smart Serve certificate
- First Aid certificate

Working Conditions

- Must be able to work a flexible schedule to include weekends, holidays and special events
- 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

Who We Are + How We Work

The RMG believes that art cultivates connected and caring communities. As an artist-centered and community-oriented public art gallery in Durham Region, we bring people from diverse backgrounds together to engage with art that inspires new perspectives, generates meaningful conversations, and creates a sense of belonging.

We build relationships with diverse artists and communities through art. The RMG works in collaboration with artists, partners, and audiences to present dynamic and inspiring collections, exhibitions, and programs in an inclusive and equitable environment.

Values are at the core of how we work. The RMG is guided by the following values:

- Culture of Care
- Artist-centered and Creative
- Equity and Justice
- Relationship-based and Collaborative
- Accessible and Inclusive
- Accountable and Open

We encourage anyone applying to ensure our values have alignment with your own.

RMG Team Values and Culture

Accountability

We are accountable to ourselves, to each other, and to our community. We take responsibility for our actions, and understand that we all make mistakes and misjudgments. When we do, we own up to them, take responsibility, and if we need to, identify how we can learn from them.

Kindness

We approach everything and everyone with kindness, and always think the best of one another. We spend a great deal of time together, and coming to everything with kindness, and a sense of wanting to support each other in our learning and growth is paramount.

Care

We care for ourselves, for each other, for artists, and for our community. The RMG values self-care and encourages everyone to take care of their mental, emotional, and physical health. Our collective well-being is vital.

Openness

We value transparency across the organization. If there is something you want to share, ask someone about, or a conflict you want to address – bring it forward for discussion.

Each of these – accountability, kindness, care, and openness – underpin our efforts to collaborate and achieve our strategic priorities. They build trust and respect to ensure we have a workplace where everyone can bring their whole selves, that encourages fun and humour, and supports its people as much as possible.

How to Apply

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 info@rmg.on.ca in a single PDF document by June 19, 2022 at 5 PM EST. 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.