



## Job Posting

### Visitor Engagement Assistant

Part Time, permanent

Currently recruiting for up to three positions

\$16/hour

Application deadline: June 12, 2022

Start date: late June or early July 2022

#### About the RMG

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The Robert McLaughlin Gallery (RMG) is looking for team members who believe in connection, caring, and creativity to join us as Visitor Engagement Assistants. We invite applications from people who are positive, energetic, thoughtful, and collaborative.

We are currently looking for up to three people to fill these roles with the possibility of working 15-20 hours on weekdays, weekend days, evenings for events and late openings, or occasional shifts. In your cover letter, please let us know your ideal scenario for the number of hours, days, and times you are available.

#### Job description

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Visitor Engagement Assistants (VEA) support work that is vital to the RMG's successful operations and helps to provide a welcoming guest experience for all of our visitors. VEAs provide exceptional customer service to visitors; support RMG Shop operations; and assists with running public and private events. They are often the first staff member with whom a Gallery visitor interacts, and must be able to 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 at the front desk or shop desk, as well as actively supporting events.

VEAs contribute to a workplace culture that values accountability, openness, and kindness to foster respect and trust amongst the entire team. They believe in and take action towards an equitable and inclusive environment that values and encourages each person's potential.

The VEA reports directly to the Manager, Visitor Engagement, and works closely with the Security + Facilities Coordinator. The VEA collaborates regularly with all other team members.

### Responsibilities

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- Provide superior visitor service and satisfaction to ensure an excellent experience for all
- Project a positive image, serving as an ambassador for the gallery
- 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
- Engage with guests in the exhibit spaces
- Assist with the preparation and teardown of spaces for upcoming rentals, coordination of deliveries, allocation of equipment, and set-up of furniture
- Assist with the supervision of 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
- Assist with RMG Shopsales, inventory tracking, merchandising, and promotion
- Assist with RMG Shop social media management and digital promotion
- Generate detailed sales reports and spreadsheets
- Assist with management of online store platform(s)
- Perform general administrative tasks
- Support reconciliation and data entry alongside the Director, Finance + Operations

### Qualifications

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#### Necessary Skills + Experience

- 1-3 years of front line customer service experience.
- 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.
- Proficient in Word, Excel, and Microsoft Outlook.
- Knowledge of social media management platforms, web, and mobile applications for content creation.

#### Necessary Attributes

- Interest in the visual arts, community engagement, and eager to learn about the RMG
- Friendly and enthused to interact with visitors and colleagues
- Accountable and reliable
- Able to remain calm, work in a fast paced environment, and interface effectively with visitors in both conveying information and listening to their questions/complaints
- Open to multiple points of view and avenues for problem solving

- Takes initiative regularly when you see things that need attention and makes decisions
- Well organized and thorough, with close attention to detail and follow-through
- Acts as a team player who works well with others and shows courtesy and respect to colleagues
- Able to work a flexible schedule to include weekends, holidays and special events

#### Bonus Skills + Attributes

- Experience with event coordination, and/or the hospitality or catering industry is an asset
- Experience in another cultural organization or related attraction strongly preferred
- Post-secondary degree in progress in arts or culture related studies, or a desire to pursue a career in the field
- Entrepreneurial and business skills.
- Knowledge of modern and contemporary art in Canada.
- Valid Smart Serve certificate
- Valid First Aid training

#### Working Conditions

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- 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

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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

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### 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

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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.

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To apply please forward your cover letter and resume to [info@rmg.on.ca](mailto:info@rmg.on.ca) in a single PDF document by June 12, 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.

