



Job Posting

Visitor Engagement Assistant

Part Time, permanent

\$16/hour

Application deadline: November 27, 2022

Start date: late December or early January

About the RMG

The Robert McLaughlin Gallery (RMG) is looking for someone who believes in connection, caring, and creativity to join our team as a Visitor Engagement Assistant. You are positive, energetic, thoughtful, and collaborative.

We are currently looking for someone to join the Visitor Engagement team who primarily has flexible availability working 15-20 hours on weekdays, weekend days, and occasional evenings for events and late openings. In your cover letter, please let us know your ideal scenario for the number of hours, days and times you are available.

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.

VEAs contribute to a workplace culture that values accountability, openness, and kindness to foster respect and trust amongst the entire team. You 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 of Visitor Engagement, and works closely with the Security + Facilities Coordinator. The VEA collaborates regularly with the Curatorial and Learning + Engagement teams.

Responsibilities

- 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, 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
- 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
- Support reconciliation and data entry alongside the Director, Finance + Operations

Qualifications

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
- Be friendly and enthused to interact with visitors 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
- Must be 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

- 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 November 27, 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.