



## **JOB POSTING:**

Visitor Engagement Assistant

Part-time, 6-20 hours/week

Compensation: \$18/hour

Application deadline: June 10th, 11 pm.

## **ABOUT THE ROLE**

The Robert McLaughlin Gallery (RMG) is seeking a positive, energetic, and thoughtful individual to join our team as a Visitor Engagement Assistant. This role is ideal for someone who believes in connection, care, creativity, and the importance of creating a welcoming experience for every visitor.

As part of the Visitor Engagement team, you will help support the daily visitor experience, public programs, events, and gallery operations. We are looking for someone who is collaborative, dependable, and comfortable engaging with a wide range of people in a public-facing environment.

This is a part-time position with flexible hours, typically ranging from 6 to 20 hours per week. Availability may include weekdays, weekends, and occasional evenings for events and late openings. In your cover letter, please let us know your ideal number of weekly hours, as well as the days and times you are generally available.

## **JOB DESCRIPTION**

The Visitor Engagement Assistant (VEA) plays an essential role in supporting the daily operations of The Robert McLaughlin Gallery and creating a welcoming experience for every visitor. As one of the first points of contact for the public, the VEA acts as an ambassador for the RMG by offering thoughtful service, informed engagement, and a warm introduction to our exhibitions, programs, events, and services.

This public-facing role requires someone who is attentive, dependable, adaptable, and comfortable moving between front desk duties, gallery shop support, event assistance, visitor engagement, tours, and administrative tasks. No two shifts are the same. The successful candidate will bring their full attention to each shift, respond to changing needs in real time, and help visitors feel connected to the artwork, the building, and the RMG's broader role in the community.

VEAs contribute to a workplace culture grounded in accountability, belonging, care, respect, and trust. They help create an equitable and inclusive environment where visitors, artists, volunteers, colleagues, and community members feel welcomed and valued.

The VEA reports directly to the Manager of Operations and collaborates regularly with other departments. During events, they may be supervised by the Community Engagement and Outreach Coordinator.

## **RESPONSIBILITIES**

- Provide excellent visitor service and help ensure a welcoming, inclusive experience for all guests
- Serve as a positive ambassador for the RMG, sharing accurate information about exhibitions, programs, events, memberships, rentals, and gallery services
- Welcome visitors at the front desk, respond to questions, and direct inquiries to the appropriate staff as needed
- Engage with visitors in gallery spaces and support positive connections with the exhibitions, artwork, and building
- Maintain a clean, professional, and organized welcome area, gallery shop, and visitor-facing spaces
- Process admissions-related inquiries, memberships, shop sales, and other transactions using cash, point-of-sale, and payment systems
- Assist with gallery shop operations, including sales, inventory tracking, merchandising, promotion, online store support, and digital retail promotion
- Support public and private events, including set-up, take-down, furniture movement, equipment preparation, deliveries, and vendor coordination
- Assist with event hospitality, including food and beverage service, where required
- Support client relations for rentals, including correspondence, inquiries, space tours, and event preparation
- Assist with the supervision of public and private events, including coordination with caterers, subcontractors, vendors, and guests
- Monitor visitor compliance with gallery policies, health and safety procedures, and event guidelines
- Complete routine administrative tasks, including data entry, spreadsheets, sales reports, reconciliation support, and other duties as assigned

## **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.
- Fluent and professional oral and written English
- Smart Serve Certified
- First Aid Certified

### **Necessary Attributes**

- The ideal candidate will have an interest in visual arts, community engagement, and learning about the RMG. They will be friendly, welcoming, and comfortable engaging with visitors, colleagues, artists, and community members.
- They will communicate clearly and professionally, including when responding to questions, concerns, or complaints. They will be reliable, accountable, and prepared to bring their full attention to each shift.
- The ideal candidate will show initiative by recognizing what needs attention and responding appropriately. They will be adaptable, open to multiple perspectives, and comfortable problem-solving in a dynamic environment.
- They will be organized, detail-oriented, and able to follow through on assigned tasks. They will work well as part of a team and demonstrate courtesy, care, and respect for colleagues.
- They will support an inclusive, equitable, and welcoming environment for all visitors and team members. They must be available to work a flexible schedule, including weekends, holidays, evenings, and special events as required.

### **Bonus Skills + Attributes**

- Additional assets include experience in event coordination, hospitality, catering, retail, tourism, or visitor services. Experience working in a cultural organization, museum, gallery, public attraction, or community-based setting is also considered an asset.
- The role may be especially well-suited to someone currently pursuing post-secondary studies in arts, culture, museum studies, arts administration, event management, hospitality, or a related field, or someone who is interested in building a career in the arts and culture sector.

- Additional strengths include entrepreneurial thinking, business or retail experience, comfort supporting sales and promotions, bilingual communication skills, and knowledge of modern and contemporary art in Canada.

## **WORKING CONDITIONS**

- Occasional heavy lifting, set-up and movement of furniture
- Long periods of standing/walking around Gallery spaces
- Occasional reaching, kneeling, set-up and take-down required
- Handling of cash and payment systems
- Handling or serving alcohol during licensed events, in accordance with applicable laws, policies, and required certifications

## **WHO WE ARE + HOW WE WORK**

The RMG believes that art cultivates connected and caring communities. As an artist-centred 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-centred 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**

The staff team at the RMG developed these values through group discussion, individual anonymous feedback, and collectively finalizing of the definitions. We believe these values help to define us, demonstrate who we are at our best, and act as filters for when we're making tough decisions. They are used as part of self-assessments and inform how we work together.

## **Care**

We have a culture of care and believe our collective well-being is vital. We demonstrate care by practicing compassion, kindness, and patience for ourselves and for each other. We understand that care needs our time and energy to be truly present in how we work.

## **Accountability**

We hold ourselves and each other accountable by taking responsibility for our actions. We communicate clearly when we cannot follow through on a commitment or make a mistake, apologize, and make amends. We believe everyone is doing their best, practice openness and transparency, and trust one another.

## **Belonging**

We nurture an atmosphere where everyone can feel like they belong. We take actions to ensure inclusion, acceptance, and compassion for one another and our differences. We find ways for everyone to participate, feel safe, and have a voice in order to contribute to meaningful collaboration.

## **HOW TO APPLY**

The Robert McLaughlin Gallery is an equal opportunity employer and encourages applications from qualified candidates from visible and invisible minority groups, women, Indigenous persons, persons with disabilities, persons across the spectrum of sexual orientations 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 with you to meet your needs.

This position will close on **June 10<sup>th</sup> at 11 pm.**

- Save your cover letter and resume as **a single PDF.**
- Save your PDF as **RMG\_VEA\_FirstName\_LastName**
- Email Subject line: **VEA Application**
- Send to **[info@rmg.on.ca](mailto:info@rmg.on.ca)**

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.