

VOLUNTEER POSITION DESCRIPTION
Visitor Services and Event Volunteer

OAKVILLE GALLERIES

SUPERVISOR:
Public Programs and Engagement Manager

POSITION SUMMARY

Visitor Services and Event Volunteers play a vital, public-facing role at Oakville Galleries, serving as the first point of contact for visitors at our Gairloch location (1306 Lakeshore Road East) and our Centennial Square location (120 Navy Street). As members of the front-of-house team, volunteers act as ambassadors for the gallery, helping to create a welcoming, informed, and engaging visitor experience.

This role encompasses the core functions of visitor services, including front desk coverage, support for public programs, and assistance during special events. Volunteers regularly interact with visitors of all ages, providing information about exhibitions, programs, and membership, and supporting a range of gallery activities in a dynamic cultural environment.

GENERAL RESPONSIBILITIES

Front Desk and Visitor Services

- Greet visitors and introduce them to Oakville Galleries' exhibitions and programs.
- Initiate discussions about and lead tours of the exhibitions on view.
- Provide information for Oakville Galleries' educational and public programs.
- Promote Oakville Galleries membership programs - maintain attendance records and complete daily task checklists (targeted cleaning if necessary).
- Open and close the gallery spaces on time.
- Provide assistance to internal departments as needed.
- Attend necessary training and planning meetings.

Artwork and Facility Security

- Ensure all works on view are safe and secure.
- Monitor visitors to the gallery and advise visitors of gallery policies when necessary.
- Maintain the cleanliness of the gallery space and report any issues to the Exhibition & Collection Managers.
- Track the condition of works on view and report any damages or conservation issues immediately to the Exhibition & Collection Manager.
- Prepare incident reports for and communicate security issues to the Head of Operations.

Programs, Events, and Public Engagement

- Assist with scheduled public programs, including guided tours, workshops, and membership activities.
- Assist with gallery events such as exhibition openings, patrons' previews, artist talks, and special programs.
- Support staff with program/event set-up, visitor flow, and participant engagement.
- Help foster welcoming and inclusive experiences for diverse audiences.
- Support front-of-house logistics, guest check-in, and general event operations.
- Help ensure a positive and professional experience for all.

QUALIFICATIONS

- Have a strong interest in art and some familiarity with modern and contemporary art history.

- Are comfortable leading exhibition tours, providing information about the work of the contemporary artists, and facilitating discussions about current exhibitions to members of the public.
- Comfortable engaging with the public in a front-facing role.
- Strong verbal communication skills and a friendly, approachable manner.
- Reliable, responsible, and enthusiastic.
- Have strong verbal and written communication skills.
- Have a warm and positive attitude.
- Be responsible, hard-working, and enthusiastic.
- Be committed to one day of volunteering per week for a pre-discussed volunteer term.
- Be willing to provide a background check through your local police station.

Shift Structuring

Visitor Services Desk Shifts

Tuesday–Friday Shifts:

- Morning Half Day: 10:00 AM – 1:00 PM
- Afternoon Half Day: 1:00 PM – 5:00 PM

or

- Full Day : 10:00 AM – 5:00 PM

Saturday Shift:

- Half Day : 12:00 PM – 3:00 PM

Events and Programming Shifts:

- These will be scheduled as needed (Monday - Sunday).

Oakville Galleries is committed to equity, welcomes diversity, and hires based on merit. All qualified individuals who may contribute to the diversification of Oakville Galleries, including individuals who identify as BIPOC, 2SLGBTQIA+, people with disabilities, and others from historically marginalized groups are encouraged to apply. Please state in your application any accommodations you may require. Qualifications and skills for each role are analyzed carefully prior to posting. This is done to recognize any barriers that individuals from chronically excluded communities may have faced. Where possible the Gallery will provide opportunities for professional development to promote an equitable, inclusive employment practice.

Please contact isabella@oakvillegalleries.com if you have any questions.