

Oakville Galleries
JOB POSTING – Visitor Services Coordinator

Application Deadline: 18 September 2023

Terms: Permanent, 4 days a week

Start Date: October 2023

Salary Level: \$35,000

Work Location: Oakville, ON

Organization Description

Oakville Galleries is a not-for-profit contemporary art museum engaging communities throughout Oakville and wider audiences regionally, nationally, and internationally. We are currently looking for a Visitor Services Coordinator to add to our dynamic team.

Job Description

Reporting directly to the Operations and Financial Manager and the Executive Director, the Visitor Services Coordinator (Coordinator) plays a key role in building a seamless and welcoming experience at Oakville Galleries. The Coordinator will focus on leading plans aimed at developing an engaging visitor experience, as well as supporting the development and execution of new standards and protocols for hosting staff, volunteers, and members of the public. The Coordinator will also play a key role in the Galleries' Membership Program and provide assistance as needed within various areas of the organization.

The Coordinator works daily Tuesday to Friday stationed at our Oakville Galleries in Gairloch Gardens location (1306 Lakeshore Road East) with regular travel to our Centennial Square location (120 Navy Street). They are a key member of the operations team and serve as the main point of contact for all of Oakville Galleries' visitor services needs.

General Responsibilities and Duties

- Provides excellent front-of-house services by managing reception and hosting visitors.
- Co-creates and implements Oakville Galleries' visitor experience vision across both locations.
- Devises and delivers training programs for part-time casual front-of-house staff and volunteers.
- Provides gallery tours to visitors.
- Tracks and reports on visitor and program participant statistics and data.
- Coordinates Oakville Galleries' facility rental program.
- Supports any ticket-related events, including maintaining databases and confirmations.
- Coordinates retail operations, on-site and online, and maintains retail inventory.
- Supports our membership program and patrons, including databases and communications.
- Manages donations and sales at the reception desk.
- Supports the execution of special events, education programs, and public programs as needed.
- Assists the Curatorial department with projects that intersect with the visitor experience.

- Provides administrative support to the Operations, Communications, Education, Curatorial, and Development departments as required.

Position Details

The Visitor Services Coordinator will fulfill the following responsibilities within these areas of focus:

Visitor Experience

- Leads a progressive visitor experience and creates a welcoming environment for diverse audiences at Oakville Galleries' locations to engage with contemporary art in meaningful ways.
- Implements and oversees the dissemination of information about Oakville Galleries' offerings.
- Drives the collection and processing of visitor statistics and surveys, including membership and program registration statistics.
- Coordinates tour and school program bookings in collaboration with the Education and Curatorial departments.
- Supports the Marketing & Communications department with outreach activities as directed.
- Manages Gallery Assistants and Gallery Volunteers regarding coverage of reception in two locations, as well as general operations and special events.
- Leads on special events set up, facilitation, and tear down (exhibition openings and occasional events).

Front of House Operations and Administration

- Coordinates front-of-house operations by maintaining, reviewing, and enhancing procedures in the Visitor Services Handbook and ensuring operational procedures are followed.
- Leads and delivers relevant and effective training programs for part-time casual front-of-house staff and gallery volunteers
- Monitors incident reports, security issues, and exhibition equipment for the Curatorial department.
- Liaises with the Curatorial department to fulfill exhibition environmental monitoring, minor exhibition maintenance, and other exhibition-related tasks as assigned.
- Updates informational signage in consultation with the Marketing & Communications department.
- Fulfills reception responsibilities, during regular operating hours and installation periods, by responding to general inquiries by telephone and email, arranging and signing for deliveries, and performing other administrative duties as assigned.
- Liaises with the Operations and Financial Manager to facilitate vendor appointments and provide site access.

Tickets, Retail, and Facility Rental Program Earned Revenue

- Responsible for merchandising the bookshop, including optimizing retail displays and maintaining well-organized merchandise storage.

- Maintains store processes and online shop inventories.
- Coordinates on-site and online retail by ensuring accurate cash handling, financial reconciliation, and inventory controls.
- Tracks weekly program and event registrations through our event database.
- Communicates with prospective and current facility rental clients to coordinate site visits, site access, and facility rental operations.
- Coordinates facility rental agreements and processes payments.

Requirements

The ideal candidate:

- demonstrates a solid knowledge of and a keen interest in gallery/museum practices;
- has excellent organizational, oral, and written communication abilities;
- is comfortable interacting with members of the public and delivering public tours
- is able to work independently, self-motivate, and multi-task;
- has a working knowledge of macOS and Google Workspace environments.

Customer Service Database experience, gallery experience, project management software experience, financial transaction management skills, French language skills, and other language skills are considered an asset.

How to Apply:

Application deadline:

- We invite you to submit your cover letter and resume in a single PDF via email to jobs@oakvillegalleries.com with the subject line '*Oakville Galleries - Visitor Services Coordinator Position*'
- We will be accepting applications through **September 18, 2023**. Candidates will be interviewed on a rolling basis.
- Please note, while we appreciate everyone who applies, we are only able to respond to applicants moving to the next stage of the recruitment process.

Oakville Galleries is an equal opportunity employer. We encourage applications from those from equity-deserving communities. Please state in your application any accommodations you may require.