

Job Posting – Visitor Services Lead

The Grand Forks Art Gallery is seeking a dynamic and experienced Visitor Services Lead to provide customer service, visitor information, gift shop sales, and program support to all gallery stakeholders. As a member of the Visitor Services Department, you will be responsible for providing an exceptional visitor experience to all Grand Forks Art Gallery patrons while supporting public facing areas of gallery operations. On any given day, you may be providing exhibition tours, selling local crafts, giving driving directions, or recommending where to find the best borscht in town. You have extensive customer service, hospitality, and retail experience, demonstrate a commitment to the importance of contemporary and historical art, and have outstanding organizational and communication skills. This position requires a keen eye for detail, situational awareness, and the ability to multi-task and prioritize.

This is an hourly position, generally 10 am to 4 pm Tuesday to Saturday with occasional evenings required. Starting wage is \$20/hour. Women, people of colour, Indigenous persons, persons with disabilities, people in the LGBTQIA2S+ community, and people from other historically excluded communities are strongly encouraged to apply. The Grand Forks Art Gallery offers a competitive total compensation package including flexible hours, health benefits, paid sick leave, and vacation.

Please submit a cover letter and resume to Tim van Wijk, Director/Curator at director@g2gf.ca. Applications will be reviewed beginning on March 26; this position will remain open until filled. We thank all applicants for their interest in this opportunity; however, only short-listed applicants will be contacted.

About the Gallery

The Grand Forks Art Gallery is located on the unceded traditional territories of the Sinixt and Sylix Nations; the gallery serves an area stretching from Kelowna to Castlegar in the southern interior of British Columbia. The Grand Forks Visitor Centre is operated as an integrated Visitor Service Department of the Grand Forks Art Gallery – offering a seamless experience for visitors and art aficionados alike. Since 1984, the gallery has delivered professional exhibitions and programming that expand our audience’s understanding of the world, push boundaries, and provide unique perspectives.

As one of very few public art galleries located in rural BC, the Grand Forks Art Gallery features a conceptually rigorous, artistically ambitious, and locally relevant exhibition program working with local, regional, and national artists. Cohesive, interrelated exhibitions themed across multiple galleries provide myriad of perspectives, integrating issues that have local relevance into the larger art and culture context.

The Grand Forks Art Gallery connects its audience with the broader visual arts community. Working with curators and partner institutions to deliver arts and culture exhibitions and programs, the gallery engages regionally and provincially. Through creativity and collaboration, we are building a resilient, relevant, and inclusive gallery that is a cornerstone cultural institution for the citizens of Grand Forks and the Boundary region.

Position Accountabilities

- Visitor Services (60%)
 - Provide visitor information and customer service to all gallery patrons utilizing the integrated visitor services department delivery model.
 - Develop a thorough understanding of the various exhibitions, programs, and special events to guide visitor experiences.
 - Support the gallery Gift shop through making sales, maintaining sales desk, processing incoming consignment and wholesale inventory, restocking items as they are sold, and cleaning displays as required.
 - Ensure public areas are accessible and presentable, timely building and exhibition opening and closing, and maintain exterior entry spaces.
 - Monitor visitor experience, including collecting and compiling statistical data, trend details, and feedback from visitors for purposes of reporting and recommending improvements
 - Support city campground bookings and inquiries.
- Public Programming, Facility Rentals and Special Events (30%)
 - Maintain internal booking calendar for external facility use, school programs, and special events.
 - Provide information on availability, pricing, and logistics to prospective users.
 - Maintain gallery special event, facility, and janitorial supplies.
 - Support the delivery of internal gallery events and external bookings, including exhibition openings, artist talks, public and education programs, and special events.
 - Vendor and sponsor outreach and coordination for gallery fundraising events.
- Other (10%)
 - Work productively and collaboratively with all gallery staff to achieve the strategic goals and mandates of the organization.
 - Assist with the delivery of gallery programs as required.

Qualifications

- Demonstrated interest in contemporary art, art history, and craft.
- Passion for and knowledge of local history, tourist attractions, and geography.
- Proven experience providing exceptional customer service.
- Retail experience working with consignment and wholesale vendors, inventory management, stock maintenance, and product display.
- Demonstrated experience working with Office 365 (Outlook, Excel & Word).
- Experience with point-of-sale systems and transactions (LightSpeed is an asset)
- Experience with catering and/or events is considered an asset.
- Post secondary education in a related field is considered an asset.
- Proactive, adaptable, and flexible; able to work within a small team environment and manage competing priorities.
- Fine art or craft practice and experience installing art exhibitions is considered an asset.