

Bill Reid Gallery

of Northwest Coast Art

The Bill Reid Gallery is looking for an experienced customer service professional to join its dedicated Gallery Shop and Visitor Services team.

Position: Gallery Associate (one full-time position and one part-time position)
Reporting Structure: Reports to Manager of Gallery Shop and Visitor Services
Hours: Full time (from 28-40 hours weekly) / Part time (from 14-24 weekly)
Remuneration: \$15 per hour

Key Responsibilities:

- Processing admissions for Gallery entrance and Shop sales
- Enhancing customer engagement with merchandise
- Providing exemplary customer service, dealing with customer enquiries, and follow-up
- Processing shipping of merchandise from in store sales
- Inventory stock taking, processing stock within our POS system, labelling merchandise
- Merchandising and retail display
- Assist with events (Shop and Gallery)

Key Result Areas:

- Sales targets
- Customer Service (visitor comment book and reviews)
- Precision and accuracy with cash handling, card processing, and end of day accounting
- Inventory management assistance to the Manager

Qualifications:

- Two or more years retail experience
- Proven track record of providing exemplary customer service
- Understanding of Northwest Coast Art
- Well-developed communication skills and comfort working cross culturally
- Comfortable using point of sale systems, cash handling, and end of day accounting and reporting

Please send your cover letter and resume by Monday March 18, 2019 to:

Sonja Hebert, Visitor Services & Gallery Shop Manager shebert@billreidgallery.ca

The Bill Reid Gallery of Northwest Coast Art is committed to employment equity and welcomes all applications from qualified applicants. While we thank all applicants for taking the time to consider this position, only those applicants selected for an interview will be contacted.

About the Bill Reid Gallery

The Bill Reid Gallery is the only public gallery in Canada devoted to contemporary Indigenous Art of the Northwest Coast. It is home to the Simon Fraser University Bill Reid Collection and special exhibitions of contemporary Indigenous Art of the Northwest Coast of North America. The Gallery offers education programs and public tours to engage community among other activities. billreidgallery.ca