

Gallery Associate

The mandate of the Bill Reid Gallery of Northwest Coast Art is to reveal the vital and diverse Indigenous cultures of the Northwest Coast through the extraordinary work of Bill Reid and inspirational contemporary art. We respectfully acknowledge the x^wməθkwəy̓əm (Musqueam), S^kwx̌wú7mesh (Squamish), and Sə́ilwətaʔ/Selilwitulh (Tseil-Waututh), and all the Indigenous peoples of the Northwest Coast, on whose traditional and unceded territories we live, work and play.

Job description

The Bill Reid Gallery is looking for an experienced customer service professional to join its dedicated Gallery Shop and Visitor Services team. The Gallery Associate plays an important role providing a source of earned revenue and ensuring satisfaction of visitors to the Bill Reid Gallery.

Position:	Gallery Associate (One part-time position)
Reporting Structure:	Reports to Visitor Services and Gallery Shop Manager
Hours:	Part time, flexible (From 14-24 hours weekly)
Remuneration:	\$15 per hour

Key Responsibilities:

- Providing exemplary customer service to Gallery Shop patrons and Gallery visitors;
- Work with Visitor Services and Gallery Shop Manager to create visual displays and maintain organized space;
- Learn about the Bill Reid Foundation collection and rotating exhibitions in order to answer visitor inquiries;
- Engage visitors to the shop to promote and sell merchandise;
- Shipping and handling for in store purchases and online shop sales;
- Processing sales orders, admissions payments in the Point of Sale system and Online store;
- Assist with ordering and maintaining inventory in the Gallery shop and the Online Store, as required by the Visitor Services and Gallery Shop Manager;
- Ensure the front of house and Visitor Services area is tidy, clean and welcoming for visitors;
- Assist with tracking and recording of Gallery Shop and Visitor attendance;
- Assist in facilitating special shop or Gallery promotions and initiatives (e.g. Tourism Challenge); and
- Assisting with the comprehensive COVID-19 Safety Plan and a number of implemented measures that the gallery has a to ensure health and safety of staff and guests.

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;
- Experience using Word, Excel and Shopify Application;
- Fluent in English, Indigenous language would be an asset; and
- Indigenous peoples are strongly encouraged to apply.

Please send your cover letter and resume by Tuesday August 25, 2020 to:

Cheryl Wadhams, Visitor Services & Gallery Shop Manager cwadhams@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.