

# Bill Reid Gallery

of Northwest Coast Art

## Visitor Services and Gallery Shop Manager

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 x̱m̱əθkwəy̱əm (Musqueam), Sḵw̱x̱wú7mesh (Squamish), and Səlílwətaʔ/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 Gallery is seeking a Visitor Services and Gallery Shop Manager to play a lead role in ensuring satisfaction of visitors to the Bill Reid Gallery and providing a source of earned revenue to support the Gallery's programs. The Manager is responsible for day to day operations and management of the Bill Reid Gallery main shop and visitor services desk with the intention to strategically improve the Gallery's retail and admissions activities.

The successful candidate will have 3-5 years experience in a retail management role. You have had success in responding to audience and customer preferences, and in implementing strategies to achieve revenue targets. You have experience training and leading a team of employees and/or volunteers.

### Specific duties include:

- Position the Gallery shop as a retail destination and as an extension of visitor experience, and promote delivery of outstanding visitor services amongst staff and volunteers
- Maintain unique merchandise mix featuring Northwest Coast artist made and artist designed merchandise; ensure that all merchandise is appropriately related to the Bill Reid Gallery's mission and purchased or consigned within established profit margin
- Coordinate with the Marketing Specialist on merchandise promotion
- Create visual displays and maintain organized space
- Meet or exceed annual net revenue targets for the shops
- Develop corporate sales strategies, plans and promotional programs in consultation with CEO
- Maintain relationships with vendors, artists and tourism operators, and maintain relevant financial and consignment documentation
- Ensure appropriate point of sale, cash handling, and end of day accounting procedures are followed
- Create a climate of excellent visitor service by developing and implementing standards and procedures in collaboration with the CEO
- Recruit, manage and train all Shop Sales Associates and Visitor Services volunteers to ensure standard are met; ensure there is adequate coverage, filling in when necessary

### Qualifications:

- Post-secondary degree or diploma in related discipline, or equivalent experience
- 3-5 years of experience working in a coordinator or management role in retail environment
- Ability to effectively manage contracts and relationships with external vendors
- Knowledge of Northwest Coast art as well as current retail trends
- Experience in leading a team of staff and/or volunteers

**Qualifications cont'd:**

- Experience or willingness to learn about retail operations within a non-profit setting
- Fluent in English, Indigenous language would be an asset
- Indigenous peoples are strongly encouraged to apply
- Candidates will be chosen on the basis of their skill level and ability; therefore we welcome all applicants regardless of race, gender or disability

The Visitor Services and Gallery Shop Manager will work 4 days per week, with additional hours for Gallery events as required. Annual salary is \$43,000 - \$47,000 based on experience and qualifications. The successful candidate will be eligible for enrolment in a group benefits plan.

**Please forward applications with resume and cover letter by email only to:**

aandrachuk@billreidgallery.ca

**Applications will be accepted until March 17, 2019**

We thank all applicants for their interest, however, only those selected for an interview will be contacted.