

POSITION:	Coordinator, Visitor Services
SUPERVISOR:	Senior Manager, Commercial Services
CLASSIFICATION:	Support

This is a part-time (up to 24 hours/week) role which requires evening, weekend, and holiday work.

The Art Gallery of Hamilton, the oldest and largest public art gallery in southwestern Ontario, is looking to hire a Visitor Services Coordinator. The successful candidate will lead the smooth operation of the Visitor Services Desk activities and to provide exceptional customer service to Gallery visitors in addition to generating revenue through Membership, event ticket and admission sales. Located in the lobby of the Art Gallery of Hamilton, the Visitor Services Desk is the first point of contact for visitors and Members and therefore a critically important touchpoint for establishing a great AGH experience.

In addition, this role assists and supports the retail team with customer service, achieving sales targets and associated retail programs and activities such as the annual Art Sale, Member shopping Days and Trunk Shows.

Responsibilities

Customer Services and Sales:

- Welcome visitors, anticipate and accommodate guests' needs, promote Gallery services and programming, and ensure a welcoming and safe environment.
- Keep up to date on all AGH activities and special events.
- Answer questions regarding all aspects of Gallery programming proactively and informatively, directing inquiries as necessary.
- Effectively handle visitor complaints, including receiving and recording visitor feedback.
- Maintain up-to-date knowledge of Gallery educational programming, Membership benefits and events, tour topics and offerings, daily gallery closings, and all operational changes.
- Educate visitors about all shop at AGH services including Art Rental + Sales, Corporate Gift Services and AGH Gift Registry.
- Drive AGH Membership Acquisitions.
- Handle all Membership, admission and ticket sales transactions, registrations, rentals and any other function related to the purchase of services.
- Understand and anticipate the individual needs of visitors and be able to adapt and offer different service options based on need.
- Answer inquiries regarding event services offerings and facility rentals, particularly if event services staff are unavailable.
- Provide support to Retail team as needed.

Volunteer Coordination:

- Schedule volunteers to ensure Visitor Services Desk coverage as necessary.
- Maintain on line Visitor Services Schedule doc.
- Lead, train, and motivate a team of Visitor Services Volunteers to deliver excellent standards of visitor care and engagement.
- Ensure pertinent information from Gallery departments is disseminated effectively to Volunteers, through the maintenance of the "In the Know" document.

Administration:

- Maintain Visitor Services Desk policies and procedures and training manual.
- Manage cash handling procedures; fill in and submit cash management reports and deposits.
- Keep track and record attendance and demographic information, generating weekly reports for both.
- Record and manage admission stats for Gallery exhibitions and special events.
- Notify appropriate departments of any problems.
- Handle incoming and outgoing courier deliveries and receive incoming mail.
- Maintain stock of promotional materials and tickets for all film, talk and special events.
- Other duties as required.

Training:

- Attend Docent meetings and exhibition tours as requested by the Educator.
- Attend regular educational meetings to maintain an understanding of Gallery programming and experiences.
- Attend regular meetings with Marketing to review and discuss marketing techniques and priorities.

Requirements

- 2+ years of retail and/or customer service (hospitality) experience
- Superior verbal communications and interpersonal skills
- Friendly and approachable demeanour
- Established success in a promotional and/or sales capacity
- Strong computer skills including all MS Office products
- Previous experience working with a volunteer team
- A passion for the AGH
- Ability to listen attentively and to diffuse anger and resolve conflict in difficult situations
- Excellent organization skills and the ability to multi-task.

Interested applicants can email a cover letter and complete resume to hr@artgalleryofhamilton.com prior to the application deadline of Friday, March 23, 2018.

As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. The Art Gallery of Hamilton is committed to providing accommodations throughout the recruitment process. If you require accommodation, please notify us and we will work with you to meet your needs. We encourage applications from all qualified individuals; however, only those under consideration will be contacted