



**POSITION:** Visitor Experience & Shop Associate

**SUPERVISOR:** Lead, AGH Shop

**CLASSIFICATION:** Support

Situated on the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas, the Art Gallery of Hamilton is one of Canada's longest-running arts organizations and has grown, changed and developed along with the many communities it serves. The Gallery delivers exhibitions accompanied by a range of programs and activities geared to encourage access, promote education, and inspire discussion among increasingly diverse audiences both in the immediate region and beyond.

We are proud of the work we are engaged in and recognize that the work continues. We are organizationally committed to improving equity both within our institution and across our sector. We encourage applicants from all equity-seeking communities to apply, with priority given to Black, Indigenous, and people of colour, recognizing that both lived and learned experiences will inform the success of this role.

The Art Gallery of Hamilton is looking to hire a Visitor Experience & Shop Associate to work at the Visitor Services Desk and within the AGH Shop.

The AGH Shop supports the mission of the Art Gallery of Hamilton through the sale of AGH publications and exclusive merchandise, as well as an expertly-curated selection of art-related books, contemporary home and gift products, and Hamilton-related/made products. The AGH Shop works closely with and shares a space with AGH Art Sales & Services, representing and selling works of art by 200+ local and regional artists.

The Visitor Experience & Shop Associate supports both Visitor Services operations and the AGH Shop. In this role, the Associate welcomes patrons upon arrival, provides front-desk assistance, and responds to inquiries regarding exhibitions, events, programming and general gallery information. Additionally, the Associate contributes to the retail operations of the AGH Shop by facilitating the sale of merchandise, tickets, and memberships; fulfilling online orders through Shopify; and providing exceptional customer service. The role also involves supporting special functions and events, as well as performing other duties that may arise.

On all matters, the Visitor Experience & Shop Associate works closely with, and reports to the Lead, AGH Shop. This is a part-time role, based on an average of 10-16 hours (1-3 shifts) per week (Thursday-Sunday), and will require availability on Thursday evenings (until 9pm) with additional weekend, and special event work. The hourly rate for this role is \$19.10.

This position requires a passion for the arts, combined with experience in retail, the ability to operate a Point of Sale system, strong attention to detail, and excellent customer service and problem-solving skills. A successful team member will work well independently as well as within a small, passionate team, can retain and demonstrate product and gallery knowledge, support in-store visual presentation, and be a welcoming and kind face to all visiting the AGH.

Interested applicants can email a cover letter, and resume to [hr@artgalleryofhamilton.com](mailto:hr@artgalleryofhamilton.com) prior to the application deadline of May 21<sup>st</sup>, 2026. We encourage applications from all qualified individuals; however, only those under consideration will be contacted.

As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve, priority will be given to those candidates representing equity seeking communities. 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.