



SOUTHERN ALBERTA ART GALLERY
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JOB CALL | VISITOR SERVICES COORDINATOR

Wages: \$24/hour

Hours: permanent, full time

Benefits: extended health and dental benefits; an annual professional development (PD) fund is offered for ongoing individual growth and learning, while team-wide PD resources and training opportunities are available throughout the year.

Deadline: this call will remain open until the position is filled.

The Southern Alberta Art Gallery Maansiksikaitsitapiitsinikssin (the Gallery) is currently seeking a team member for the position of **Visitor Services Coordinator** (VSC). The VSC has the important responsibility of setting the tone for each patron as the Gallery's first point of contact with the public. This role is a primary driver of creating an inclusive and welcoming environment at the Gallery, ensuring each individual connecting with the Gallery is warmly received. The VSC delivers excellent customer service in person, over the phone, via email, and through all other engagement methods to support our strategic goals of accessible and inclusive community engagement and a robust, diverse and engaged audience.

The VSC's ongoing contact with Gallery patrons gives this staff insight into patrons' experiences and needs; this understanding allows the VSC to support the rest of the Gallery team in better comprehending and anticipating patrons' needs. The VSC manages administration related to patrons, including regularly updating the Gallery's database, collecting payment for admissions, gift shop sales, and all other revenues processed through the front-of-house, and supports administration of the member, donor, and sponsor programs.

ROLES & RESPONSIBILITIES

Guest Services & Administration:

- Opens and closes the Gallery daily, including daily cash out;
- Welcomes all Gallery visitors and provides professional, friendly service;
- Shares information with visitors about the Gallery's mandate, current and upcoming exhibitions and programs, and charitable model;
- Answers or directs inquiries to the appropriate staff member;
- Registers patrons for programs and events;
- Monitors video security system and promptly identifies potential issues to the Executive Director/proxy, and/or police, fire, or other authority, accordingly;
- Supports Gallery events such as exhibition openings, public programs, fundraisers, and other events as required;
- Provides clerical assistance for Executive Director as required;
- Receives and reviews rental inquiries for completeness and feasibility prior to sharing with Program & Event Coordinator; and
- Keeps the front desk area and other shared space (i.e. central atrium, staff kitchen) tidy.

Database Management & Constituent Relations:

- Remains up-to-date in the operations and functionality of the CRM database;
- Receives and processes new and renewed memberships;
- Receives and processes donations;

- Understands and communicates membership benefits to current Gallery members and prospects;
- Supports implementation of membership promotions;
- Encourages visitors to become more engaged as members, donors and/or sponsors through daily interactions;
- Supports ongoing communication with membership benefit organizations;
- Reports on membership, donor, sponsor, and attendance statistics as required by the Executive Director;
- Ensures member, donor, and sponsor records are regularly entered and up-to-date in the CRM; and
- Sits on committees as required.

Volunteer Support:

- Receives and reviews volunteer inquiries and applications for completeness and eligibility prior to sharing with Program & Event Coordinator;
- Maintains up-to-date volunteer information in database;
- Submits volunteer postings to appropriate staff and partner organisations for internal and external communication and recruiting;
- Send all new volunteers onboarding documents and file completed documents; and
- Supports the development of an annual volunteer recognition event to thank and honour the Gallery's volunteers.

Shop at SAAG:

- Remains knowledgeable about all Shop merchandise, answering patrons' inquiries and demonstrating strong stewardship of consignment artists' work;
- Designs attractive, seasonal Shop displays to best highlight merchandise;
- Manages Shop inventory including: ordering, receiving, sales contracts, semi-annual inventory counts, consignment reports, and returns;
- Creates Gallery swag and gift bags for community fundraisers, visiting artists, and special occasions;
- Follows approved financial procedures when issuing receipts, operating till, processing interac/credit card transactions, handling cash, etc.; and
- Liaises with artists for seasonal markets.

Skills & Requirements:

- Appreciation and respect of contemporary art and culture;
- Exceptional verbal and written communication skills;
- Meticulous attention to detail;
- Ability to prioritize and execute quickly and effectively in a busy environment;
- Excellent critical thinking and problem-solving skills;
- Shifts are scheduled during [public Gallery hours](#), which includes evenings and weekends;
- Occasional shifts outside of the position's typical work schedule will be required throughout the year for quarterly exhibition openings and other events.

How to apply: Please submit a letter of interest outlining your qualifications and interest in the role to applications@saag.ca. Applicants may supplement this letter with a CV/resume. Contact information for three professional references who have worked with you in a supervisory capacity will be required if you are selected for an interview.

The Gallery is committed to continually working towards more equitable systems and practices. We welcome applications from candidates who identify as Indigenous, Black, racialized, LGBTQ2S+, d/Deaf and disabled, and from historically disadvantaged backgrounds. If you have any questions, feedback, or require support or accommodations for this application process, please contact Su Ying Strang, Executive Director, at 403-327-8770 ex. 26 or applications@saag.ca. To learn more about the Gallery, visit www.saag.ca.