

Job Posting – Visitor Services Representatives

Gallery 2 – Grand Forks Art Gallery is seeking dynamic and experienced Visitor Services Representatives to provide customer service and visitor information at Gallery 2. As a member of the Visitor Services Department, you will be responsible for providing an exceptional visitor experience to all Gallery 2 patrons while supporting all areas of gallery operations. On any given day, you may be providing exhibition tours, selling local crafts, giving driving directions, or recommending where to find the best borscht in town. You have extensive customer service and retail experience, demonstrate a commitment to the importance of contemporary and historical art, and have outstanding organizational and communication skills. This position requires a keen eye for detail, situational awareness, and the ability to multi-task and prioritize.

This is an hourly position, full or part-time depending on your availability and the staffing requirements of Gallery 2. Women, people of colour, Indigenous persons, persons with disabilities, people in the LGBTQIA2S+ community, and people from other historically excluded communities are strongly encouraged to apply. Gallery 2 offers a competitive total compensation package including flexible hours, health benefits, paid sick leave, and vacation. Starting wage is \$18/hour starting as early as August 15.

About the Gallery

Gallery 2 - Grand Forks Art Gallery is located on the unceded traditional territories of the Sinixt and Sylix Nations; the gallery serves an area stretching from Kelowna to Castlegar in the southern interior of British Columbia. Featuring engaging contemporary art exhibitions, an artisanal gift shop, and a vibrant art rental program; the gallery provides visitor information and experiences to tourists and locals alike. Since 1984, Gallery 2 has delivered professional exhibitions and programming that expand our audience's understanding of the world, push boundaries, and provide unique perspectives.

As one of very few public art galleries located in rural BC, Gallery 2 features a conceptually rigorous, artistically ambitious, and locally relevant exhibition program working with local, regional, and national artists. Cohesive, interrelated exhibitions themed across multiple galleries provide myriad of perspectives, integrating issues that have local relevance into the larger art and culture context.

Gallery 2 connects its audience with the broader visual arts community. Working with curators and partner institutions to deliver arts and culture exhibitions and programs, Gallery 2 engages regionally and provincially. Through creativity and collaboration, we are building a resilient, relevant, and inclusive gallery that is a cornerstone cultural institution for the citizens of Grand Forks and the Boundary region.

Position Accountabilities

- Gift Shop (45%):
 - Customer service and sales.
 - Familiar with inventory, vendors, and point-of-sale system.
 - Maintain the space – cleaning and restocking as required.
- Visitor Services (45%):
 - Provide visitor information and customer service to all gallery patrons utilizing the integrated visitor services department delivery model.
 - Develop a thorough understanding of current exhibitions and programs to engage with gallery visitors.
 - Ensure public areas are accessible and presentable.
 - Ensure timely building and exhibition opening and closing.
 - Gather and maintain visitation and program attendance statistics.
 - Manage city campground bookings.
- Other (10%)
 - Work productively and positively with all Gallery 2 staff to achieve the strategic goals and mandates of the organization.
 - Assist with the delivery of Gallery 2 programs as required.

Qualifications

- Demonstrated interest in contemporary art, art history, and craft.
- Passion for and knowledge of local history, tourist attractions, and geography.
- Proven ability to provide exceptional customer service and previous experience in a retail environment.
- Experience with point-of-sale systems and transactions.
- Adaptable and flexible; able to work within a small team environment and manage competing priorities.
- Fine art or craft practice is considered an asset.
- Experience installing art exhibitions is considered an asset.
- Experience with IT hardware, Lightspeed POS, Adobe, and Past Perfect programs is considered an asset.

Please submit a cover letter and resume to director@g2gf.ca. This position will remain open until filled. We thank all applicants for their interest in this opportunity; however, only short-listed applicants will be contacted.