



Approved By:	
Date Approved:	May 2017
Reviewed:	

<b>Job Title</b>	<i>Gallery Representative</i>
<b>Reports To</b>	<i>Visitor Experience Supervisor / Facility &amp; Events Coordinator (depending on shift)</i>
<b>Work Setting</b>	<i>Temporary Part Time Hourly Position, Shifts will vary</i>

### **Key Responsibility**

The Gallery Representative position represents the Art Gallery of Greater Victoria to the public, and as such requires a standard of excellence in service. The Gallery Representative will be an integral part of the activities of the Gallery, including the Gallery Shop, Visitor Services and Events.

### **Duties and Responsibilities**

The Gallery Representative may be scheduled to work various shifts in three areas of the Gallery on an as needed basis. These areas are:

- Visitor Services (Front Desk)
- Gallery Shop
- Events

The duties and responsibilities relating to each area are detailed below.

### **Interfacing**

#### **Internal**

- The Gallery Representative maintains a positive working relationship with other members of the staff and volunteers
- Works cooperatively with others to share information, remain up to date, and gain knowledge of Gallery programs and services.

## **Qualifications**

- Previous retail or customer service experience required
- Excellent communication skills, to speak, listen and write clearly in a thorough and timely manner. Ensure that positive and negative public feedback is reported to supervisor in a timely manner.
- Good general health and ability to support event set-up and take down is required
- A *Serving It Right Certificate* is required for event hosting, and can be obtained online at [www.servingitright.com](http://www.servingitright.com)
- Proficiency in all technical requirements of the position including accurate data entry.

## **SPECIFIC AREA RESPONSIBILITIES**

### **1. VISITOR SERVICES**

#### **Duties and Responsibilities**

- Answers multi line office phone
- Interacts with visitors in a positive and welcoming manner, including orientation and providing information relating to the Gallery's collection, public programs and events, as appropriate.
- Processes cash, cheques, credit cards and debit cards for visitor admissions, memberships and other sales categories.
- Assists with collecting statistical information
- Reconciles daily cash to balance
- Keeps front desk neat and tidy at all times
- Responds to emails and voice mail messages quickly and efficiently, forwarding to appropriate departments as required.
- Checks the AGGV facility booking calendar and custodial report and undertakes any necessary preparation.
- Counts float before shift
- Reviews Communication Log Book and updates front desk information pertaining to current exhibitions

- Assists with general office work, event preparation and other duties as required
- Maintains a general awareness of current events in the City of Victoria and region.

## **2. GALLERY SHOP**

### **Duties and Responsibilities**

- Customer service
- Opening and Closing of Shop
- Sets up cash register, balances cash and deposits in safe
- Restocks shop and ensures general appearance of shop is clean & orderly.
- Shipping and receiving of store merchandise
- Assists volunteers as required
- Front desk relief
- Assists with special projects
- Assists with general office work and duties as required

## **3. EVENT HOST**

### **Duties & Responsibilities:**

- Must be able to commit to 5 Event Host shifts per year
- Responsible for supervising evening and weekend events at the Gallery, and for ensuring the success and safety of each event.
- Involvement with all set-up and take-down of the event
- Supervision of the food and beverage service throughout the event.
- Responsible for working independently and with outside suppliers and Gallery security, to set up the facility according to the specifications outlined in the Event file.
- Responsible for the supervision, and in some cases, service of liquor in accordance with safe practices outlined by the Serving It Right program.
- Liaise with Gallery clients to ensure all details of the event are handled and the evening runs smoothly.

- Possess a thorough knowledge of AGGV programs, events, and sponsorship options in order to promote and represent the Gallery to guests.
- Oversees proper clean-up of the facility and take-down of all equipment after events.

### **Responsibilities for Internal Events (AGGV related):**

- Set up bar tables and supplies – ice, glassware, corkscrews, linens, napkins, garnish if required, etc.
- Set up wine, beer, punch, etc.
- Set up float and price list sign.
- Set up refreshments or hors d'oeuvres.
- Cover the vending machines, if required.
- Make sure floral arrangements are in place with appropriate signage, if required.
- Have the evening's Special Occasion Liquor License on-hand and accessible.
- Ensure any additional specifications outlined in the Event's file are handled.
- Take note of and record the number of attendees.
- Serve drinks and be alert to any signs of over-consumption.
- Ensure no food or drinks are taken into the Exhibition Galleries.
- At the end of the event, count the number of empty wine / beer bottles and record totals.
- Count and return float to front desk to be put into the safe.
- Put all glassware in the dishwasher.
- Take all garbage and recycling to Bruce's office for disposal.
- Ensure Event/Volunteer Kitchen is clean with everything put away.
- Supervise take down and proper storage of all internal & external equipment – bar, trestle tables, podium, etc.
- Stack and remove meeting chairs and return Kearley chairs, if required.
- Return Kearley table to full size and regular position in the Kearley Gallery.
- Make sure the facility is back in order and ready for opening in the morning.