



Approved By:	<i>Jon Tupper</i>
Date Approved:	<i>May 2017</i>
Reviewed:	

Job Title	<i>Retail Customer Service Coordinator</i>
Reports To	<i>Gallery Enterprise Supervisor</i>
Work Setting	<i>Full Time Contract to March 31, 2018 - 5 Days/Week – Tuesday to Saturday, with some evening requirements</i>

Key Responsibility

The purpose of this role is to develop revenues, audience and engagement with visitors and members of the Art Gallery of Greater Victoria in conjunction with the Gallery Enterprise Supervisor. The Retail Customer Service Coordinator will be responsible for the daily operation of the Gallery Shop.

Duties and Responsibilities

- Sets a high standard of customer care in the Gallery Shop, and ensures that volunteers and part-time staff meet this standard.
- Be the primary presence on the Gallery Shop floor to maximize sales
- Monitors and maintains inventory in the Gallery Shop using the inventory management system (Profitek).
- Re-orders shop merchandise, as required, in collaboration with the Gallery Enterprise Supervisor.
- Responsible for opening and closing of the Gallery Shop.
- Partners with the Art Rental and Sales Consultant to provide seamless customer service.
- Liaises with the Visitor Experience Supervisor to provide front of house services as required including lunch coverage.
- Responsible for the displaying of stock and general appearance of the retail spaces in collaboration with the Gallery Enterprise Supervisor.

Duties and Responsibilities cont'd

- Assists with the set up and implementation of seasonal retail initiatives.
- Acts as main retail contact during the Gallery Enterprise Supervisor's absence.
- Responsible for shipping and receiving of store merchandise
- Responsible for processing on-line Gallery Shop sales.
- Provides coverage of the Gallery Shop in the case of absences or holidays.

INTERFACING

Internal

- Reports directly to the Gallery Enterprise Supervisor
- Maintains liaison with the Visitor Experience Supervisor and other members of the Advancement Department to ensure an excellent experience for members and visitors to the Gallery.
- Works in tandem with the Visitor Experience Supervisor and the Facility & Events Coordinator in recruiting, training and scheduling the pool of casual staff hired for front of house and event requirements.

External

- The Retail Customer Service Coordinator maintains excellent customer and general public service
- The Retail Customer Service Coordinator maintains good relations with artists and suppliers of merchandise.

Qualifications

- Previous retail and/or customer service experience required.
- Display & merchandising experience
- Proficient in computer skills including Point-Of-Sale systems
- Previous experience working with volunteers an asset