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| Approved By: | <i>Chantal Barchard</i> |
| Date Approved: | <i>August 2019</i> |
| Reviewed: | |

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| Job Title | <i>Gallery Representative</i> |
| Reports To | <i>Visitor Experience Supervisor</i> |
| Work Setting | <i>Temporary Part Time Hourly Position (up to 7 hours per week), Shifts will vary, \$15.40 per hour. This is a unionized position - CUPE 410, pay grade 1.</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, specifically marketing and events.

Duties and Responsibilities

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 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.
- Proficiency in all technical requirements of the position including accurate data entry.

SPECIFIC AREA TASKS

VISITOR SERVICES

Tasks:

- 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.
- Maintains a general awareness of current events in the City of Victoria and region.
- Publishes core programming and exhibitions via Facebook events, schedules promotion on Facebook, Twitter, Instagram using Hootsuite.
- Uploads video content on YouTube for social sharing.
- Publishes quarterly content from marketing schedule on AGGV web calendar.
- Monitors digital profiles such as Trip Advisor, Yelp, Google+. Assists with collecting statistical information and analytical information from various digital channels.
- Occasional photography during events to generate digital content.
- Reviews Communication Log Book and updates front desk information pertaining to current exhibitions.
- Reviews interior and exterior gallery signage to ensure consistency with current exhibitions and programs.
- Assists with other general office work, event preparation and other duties as required.