



Approved By:	<i>Janyce Ronson</i>
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Job Title	<i>Retail Assistant</i>
Reports To	<i>Art Sales & Rental Consultant</i>
Work Setting	<i>Permanent Full Time Standard 35 hours/week – Tuesday to Saturday</i>
Remuneration	<i>Union position CUPE Local 410, pay grade 2</i>

Key Responsibility

The retail function of the AGGV is a key component contributing to the Gallery's self-generated revenue targets. As a member of the Advancement Department, the Retail Assistant supports this retail function.

The Retail Assistant position will offer a standard of excellence in service to ensure the Gallery Shop and Art Rental & Sales program are supported in their role of generating revenue in support of the Art Gallery of Greater Victoria.

Duties and Responsibilities

Customer Service and Visitor Engagement – 25%

- Provides excellent customer service for the Art Rental & Sales (AR&S) program and Gallery Shop.
- Oversees Gallery Shop sales and operations one day per week (Saturdays), during Gallery Shop Coordinator vacation period, and periodically as required.
- Completes opening and closing procedures including cash and daily transaction recording.
- Maintains working knowledge of front desk/visitor services operations and occasionally provides coverage/support in this areas as needed.

Duties and Responsibilities *cont'd*

Retail Service Support – 50%

- Develops a proficiency in the retail database to be able to assist with inventory management including restocking inventory for the Gallery Shop.
- Receives merchandise and artwork from artist and artisan consignees, suppliers and wholesalers, under the direction of the AR&S Consultant and the Gallery Shop Coordinator.
- Completes monthly and quarterly Artist Payout Reports for consignment artists in both AR&S and Gallery Shop.
- Assists with general office and Gallery Shop duties as required.

Other Duties in Support of AR&S and Gallery Shop - 25%

- Completes regular AR&S content updates to the AGGV website in a timely fashion.
- Uploads artworks and items to Online Shop as needed for both AR&S and Gallery Shop.
- Supplies promotional material to the Marketing Specialist for Gallery Shop and AR&S events, sales and updates under the direction of the AR&S Consultant and the Gallery Shop Coordinator.
- Works with the AR&S Consultant to ensure artwork is stored safely and in an orderly manner.
- Coordinates with AR&S Consultant to plan and facilitate quarterly AR&S events (on-line or in person when possible).
- Assists with delivery and install of artworks for the AR&S program.
- Works with Gallery Shop Coordinator to complete visual merchandising projects in the Gallery Shop.
- Assists with providing instruction to volunteers in the Gallery Shop and Art Rental & Sales program as required.

COMMUNICATIONS / REPORTING STRUCTURE

Internal

- Participates in Advancement Department and Art Gallery staff meetings.
- Maintains liaison with other members of the staff.
- Maintains excellent relations with Art Gallery volunteers.

External

- Provides excellent customer service and attention to visitors and clients.

Qualifications

- Previous customer service and retail back of house experience.
- Proficiency in point of sales and inventory management systems, and strong computer skills.
- Strong computer skills and experience working with a variety of programs.
- Attention to detail, accuracy and ability to problem-solve.
- Interest in and/or experience working with art or artists an asset.
- Flexibility and willingness to take on other tasks as assigned.

Working Conditions

- Valid driver's license an asset.
- Ability to climb ladders, lift objects up to 20 lbs.