



Approved By:	Janyce Ronson
Date Approved:	January 2022
Reviewed:	

Job Title	<i>Gallery Representative</i>
Reports To	<i>Visitor Experience Supervisor/Outreach & Event Coordinator (depending on shift)</i>
Work Setting	<i>Temporary Part Time Hourly Position, Shifts will vary</i>
Remuneration	<i>Union position CUPE Local 410, pay grade 1, \$16.65/hour</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 and Visitor Services. Once pandemic restrictions allow the resumption of in-person events, the Gallery Rep may also support Gallery events.

Duties and Responsibilities

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

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

The tasks relating to each area are detailed below.

SPECIFIC AREA TASKS

1. 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.
- Assists with collecting statistical information.
- Answers multiline office phone.
- 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.
- Processes cash, cheques, credit cards and debit cards for visitor admissions, memberships and other sales categories.

- Reconciles daily cash to balance.

1. VISITOR SERVICES

Tasks (continued):

- 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.
- Keeps front desk neat and tidy at all times.
- Maintains a general awareness of current events in the City of Victoria and region.

2. GALLERY SHOP

Tasks:

- Provides excellent 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 with volunteers as required.
- Provides Front desk relief as required.
- Assists with special projects as delegated.
- Assists with general office work and duties as required.
- Makes sure the facility is back in order and ready for opening in the morning.

3. EVENT HOST

Tasks:

- Oversees the evening and/or weekend events at the Gallery and ensures the success and safety of each event.
- Participates with all set-up and take-down of the event.
- Supervises the food and beverage service throughout the event.
- Responsible for working independently and liaises 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.
- Liaises with Gallery clients to ensure all details of the event are handled and the evening runs smoothly.
- Possesses a thorough knowledge of AGGV programs, events, and sponsorship options in order to promote and represent the Gallery to guests.
- Oversees and participates with proper clean-up of the facility and take-down of all equipment after events.

Communications

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