



<b>Approved By:</b>	Nancy Noble
<b>Date Approved:</b>	December 2025
<b>Reviewed:</b>	Margeret Chrumka

<b>Job Title</b>	Gallery Officer
<b>Reports To</b>	Visitor Experience Coordinator
<b>Hours of Work</b>	Part-time role (up to 28 hours per week) with a minimum of one to two shifts per week. Shifts are generally 7 hours but may range from 2–7 hours depending on employee availability and Gallery need. Generally, workdays fall between Tuesday and Sunday, with additional shifts available during Gallery events.
<b>Remuneration</b>	\$21.63 per hour (Effective March 22, 2025) This is a permanent part-time unionized position - CUPE Local 410. Pay grade 2, pay rates are set in accordance with the Collective Agreement.

### Position Summary

The Gallery Officer at the Art Gallery of Greater Victoria (AGGV) is an integral part of the visitor experience team, ensuring a welcoming environment for visitors. This role involves a combination of security, technical support, and visitor services (front desk), with responsibilities that include visitor safety, protection of the collection, safeguarding the building and grounds, and supporting Gallery programs and events.

### Duties and Responsibilities

#### Visitor Services – 50%

- Greets visitors and provides basic information about exhibitions and the Gallery.
- Answers multi-line office phone and directs inquiries, as necessary.
- Processes visitor admissions and transactions as needed. Directs visitor inquiries to the appropriate staff or department for further assistance.
- Collects and records statistical visitor information.
- Assists with visitor transactions by following established procedures. Any discrepancies or issues are referred to management.
- Maintains a tidy and organized front desk at all times.
- Directs inquiries to the appropriate staff member. Reviews the AGGV facility booking calendar and custodial report to undertake necessary preparations.
- Counts and verifies float before shifts.
- Reviews and updates the Communication Logbook regarding current exhibitions and Gallery information.
- Processes new memberships, renewals, and associate memberships in accordance with established procedures.
- Updates and maintains member information in the Gallery’s membership database (Profitek).
- Receives, documents, and responds to visitor concerns and complaints in accordance with Gallery protocols, escalating issues to the Visitor Experience Coordinator as required.



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### **Safety and Security – 40%**

- Shares exhibition and Gallery protocols with visitors
- Monitors visitor experience in the exhibitions, shares reminders about exhibitions and Gallery protocols as necessary, involves supervisor and or the appropriate staff member, as necessary.
- Conducts opening and closing procedures, including a check of all gallery spaces.
- Follows standard emergency procedures and notifies the appropriate staff member in case of medical or emergency situations.
- Follows established procedures to help safeguard the collection and reports any concerns to appropriate staff member.
- Supports AGGV programs and events (Urbanite, openings, shows, receptions) by assisting in event setup and cleanup as well as smooth delivery.
- Provides coverage for retail operations when required, including opening and closing procedures, assisting customers and members, and supporting point-of-sale activities.

### **Gallery Support - 10%**

- Supports additional front-of-house administrative tasks as required.
- Receives, sorts, and distributes incoming mail and deliveries to appropriate staff.
- Collects visitor feedback and completes front-of-house activity reports as required.
- Perform other related duties required.

### **Communications & Reporting**

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#### INTERNAL

- Reports to the Visitor Experience Coordinator and in their absence, reports to the Visitor Experience Supervisor.
- Maintains effective communication with the Visitor Experience Coordinator and front-of-house staff to stay informed about Gallery programs and events.
- Consults with the Events Coordinator and reviews the facility bookings calendar to prepare for technical and administrative requirements.
- Remains current on AGGV policies, including emergency response protocols.
- Work is assigned daily by the Visitor Experience Coordinator, who provides direction on tasks and priorities.
- Documents visitor feedback, concerns, and incidents and reports them to the Visitor Experience Coordinator using established reporting tools.

#### EXTERNAL

- Engages with visitors to provide information about the Gallery, exhibitions, programs, and events.
- Maintains awareness of current cultural and community events in the region.

### **Qualifications, Experience & Education**

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- Strong verbal and written communication skills
- Ability to comfortably interact with people from a range of backgrounds in a culturally diverse environment.



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- Ability to walk and move throughout the work location for extended periods.
- Physical ability to stand, sit, and use stairs as needed.
- Experience with relevant computer software.
- Ability to lift and move moderate-weight items.
- Availability for occasional evening and weekend shifts.
- Basic First Aid certification required. Training will be provided.

### **Working Conditions**

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- Must be physically able to perform duties that involve standing, walking, and lifting.
- May require handling of large or moderately heavy objects, including delivered packages and stations
- Must be comfortable working evenings and weekends based on scheduling needs.