



Job Posting - Operations Associate

Application Deadline: August 16, 2021 at 5 pm

Start Date: asap

Salary: \$15/hour

Term: Part-Time

The Gardiner Museum celebrates the art of ceramics and engages local and international audiences by promoting understanding of the long history of people crafting in clay. Through the display of its permanent collections and special exhibitions, as well as through studio education, programs that engage diverse communities, and major contributions to scholarship, the Gardiner champions ceramics. The Gardiner Museum is among the few museums in the world focused on ceramics, and is one of the most important specialty museums internationally.

The Operations Associate (Part-Time) position will have a primary area of responsibility of the Front Desk, Shop, or Gallery Attendant. The direct supervisor will be informed dependent on the primary area of responsibility. Each Operations Associate will directly report to the Operations Coordinator.

The position is intended to provide flexibility for the day-to-day operations of the Museum in order to float staff between the Front Desk, Shop, and Special Exhibition as needed. It will also provide staff with an opportunity to learn more about service delivery in each area of the Museum.

Feedback from supervisors and Operations Associates should be submitted to the Security and Facility Manager on an ongoing basis.

Areas of responsibility

Front Desk

The Visitor Services Representative (Part-Time) position represents the first point of contact for all visitors to the Gardiner Museum and requires exceptional and proactive customer service skills. The representatives are outgoing, friendly, and comfortable actively engaging anyone who enters the building while at the same time helping to ensure the safety and security of the Museum. The position also often requires working in tandem with a Front Desk Volunteer and the staff member must be comfortable with offering directives.

This position will require a working knowledge of the Gardiner Museum's permanent collections and exhibitions. Additionally, the candidate will be required to learn and stay updated on all current Gardiner promotions (Groupon, partner discounts, etc.) and the complementary admissions list, as well as all membership offerings, volunteer opportunities, and programming and education activities.

The Visitor Services Representative reports to the Visitor Services & Volunteer Coordinator.

Duties

- Welcoming everyone who enters the Museum and tracking admissions
- Handling all incoming telephone calls and general email inquiries, and forwarding to the appropriate department where applicable (approximately 40-50 emails per day)
- Keeps current with ongoing Museum activities and provides full public information services (i.e. information for museum hours, location, exhibitions, public programs, and education programs)
- Responds to all clay class, lecture, and membership inquiries and provides updates
- Processes Program and Education registrations into the Point-of-Sale system and enters transactions into Raisers' Edge. Assures registration information is imputed into system in a timely and efficient manner
- Assists with mailings for membership activities
- Maintains accurate statistics on admissions
- Maintains the tidiness Front Desk area (and general Lobby area) tidy, including brochures and rack-cards from partners (and our own), signage, etc.

Shop

The Gardiner Shop features unique handcrafted ceramics, jewellery, and textiles by top local and international designers. In addition to our ongoing retail selection, the Gardiner Shop hosts exhibitions featuring the work of top local artists and designers.

The Shop Associates reports directly to the Shop Manager.

Duties

- Oversee shop floor operations. As the only acting part-time sales associate on hand each shift, be responsible for handling credit/exchange, gift card transactions, closing, and customer queries
- The ability to work alongside volunteers, who will often change from shift to shift
- Ensure volunteers are ready to begin each shift. Includes: opening the shop, relay shop/museum news, updates and tasks
- Adjust break time and lunchtime accordingly as you may work alone or alongside a volunteer in the shop each shift
- No administrative work. Occasional filing, packing, and unpacking of items
- Liaising with volunteers, museum staff, members, and visitors
- Responsible for handling and processing transactions. Includes: cash, debit/credit, exchange/credit, gift cards, memberships, opening, and closing procedures
- Must be available to work Friday evenings, Saturdays and Sundays, as well as, the occasional weekday and evening shift for special events. Average of four shifts per month for part-time and one to four shifts per month for occasional
- Check voicemail and ensure messages are answered within 24 hours or referred to the appropriate person

- Break coverage for the volunteers in the Shop for morning and afternoon shifts (20 minutes each)
- Maintain a clean and organized shop. Includes: dusting, restocking supplies and packaging, tidying up displays and storage facilities
- Comfortable standing for extended periods of time
- Handling of art objects and packaging

Gallery Attendant

The Gallery Attendant reports to the Security & Facilities Manager and is responsible for attending and monitoring our major exhibitions.

Duties:

- Working alongside volunteers, security guards and other gallery attendants
- Responding to inquiries regarding the Museum's exhibitions and programs
- Communicating and enforcing museum guidelines within the exhibition space.
- Supervising the displayed art work
- Liaising with the security and curatorial departments to enhance the visitor experience

Skills

Business Skills

- Detail oriented
- Ability to juggle multiple tasks with competing deadlines
- An interest in art is preferable

Technical or mechanical skills

- Working knowledge of NCR CounterPoint POS system or an alternate POS system
- Basic experience with Raiser's Edge database software is essential
- Proficiency with Microsoft Office

Interpersonal/People Management skills

- Exceptional customer service skills, both on the phone and in person, including handling public queries or concerns and creating a welcoming atmosphere for the customer
- Ability work with and supervise volunteers
- Outgoing, friendly, and comfortable actively engaging visitors
- Excellent interpersonal and communication skills, including experience with teamwork and leadership
- Enthusiastic and welcoming attitude

Control

- Signing authority for courier deliveries
- Experience with cash management and daily register reconciliation

Working conditions and special conditions of employment:

- The ability to work alone or alongside a volunteer per shift
- Ability to work variable shifts including weekends and holidays, as well as the occasional evening special events
- Comfortable standing and walking for an extended period
- Handling, lifting and wrapping art objects. Includes accessing objects from low shelves or glass cases, using a ladder to access objects from high shelves
- May include taking customers down to Shop storage
- Ability to work well with limited supervision

To apply, candidates should submit a letter of interest and CV in one PDF document by **August 16, 2021 at 5 pm** to hr@gardinermuseum.com. Please reference "Operations Associate" in the subject line. No phone calls or visits please. For further information on the Gardiner Museum, please refer to our website: www.gardinermuseum.com.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Gardiner Museum is an equal opportunity employer and encourages applications from qualified candidates from visible and invisible minority group members, women, Indigenous persons, persons with disabilities, persons across the spectrum of sexual orientation and gender identities and others with the skills and knowledge to productively engage with diverse communities. We are committed to hiring on merit and to removing barriers in employment policies.

Reasonable accommodations for disabilities will be provided, on request, to support applicants' participation in all aspects of the recruitment and selection process.