



Job Posting - Operations Associate

Application Deadline: October 28, 2022 at 5 pm

Start Date: Immediate

Salary: \$18/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 position will have a primary area of responsibility at the Admissions Desk, Gift Shop, or Special Exhibition Gallery. The position is intended to provide customer services for the day-to-day operations of the Museum as required. The Operations Associate is a member of the operations team, and will report directly to the supervisor assigned to their area of responsibility.

Areas of responsibility

Admission Desk

This 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 times requires working in tandem with a museum 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. The Operations Associate assigned to the admissions desk will report directly to the Security & Facilities Manager, or designate.

Duties

- Welcoming and tracking all who enter the museum.
- Handling all incoming telephone calls and general email inquiries, forwarding to appropriate department where applicable (approximately 40-50 emails per day).

- Keeps current with ongoing museum activities and provides public information services (e.g. hours of operation, wayfinding, exhibitions, public programs and education programs).
- Processes admissions, memberships and program registrations into the point-of-sale system and enters transactions into donor database. Ensures registration information is entered in a timely and efficient manner.
- Assists with mailings for membership activities.
- Maintains accurate statistics on Admissions and program registrations.
- Maintains the 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, jewelry, 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 Operations Associates assigned to the shop reports directly to the Shop Manager.

Duties

- The ability to work independently or alongside museum volunteers in overseeing shop floor operations.
- 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 per shift or alongside a volunteer in the shop.
- Responsible for processing transactions. Including; cash, debit/credit, exchange/credit, gift cards, memberships, opening and closing registers.
- Must be available to work evenings and weekends; as well as, the occasional weekday and evening shift for special events.
- Check shop email and voice mail. Ensure answered within 24 hours or referred to the appropriate person
- Maintain a clean and organized shop. Includes: dusting, restocking supplies and packaging, tidying up displays and storage facilities.
- Comfortable standing for an extended period-of-time.
- Confident with the handling of art objects and packaging.

Special Exhibition Gallery

The Operations Associate reports directly to the Security & Facilities Manager, or designate, and is responsible for the daily stewardship of the major exhibition gallery.

Duties

- Working alongside volunteers and security guards.
- Responding to inquiries regarding the museum's exhibitions and programs.
- Communicating and enforcing museum guidelines within the exhibition space.
- Supervising the displayed art work.
- Provide feedback to the security and curatorial departments to enhance the visitor experience.

Skills

Business Skills

- Strong organizational skills and attention to detail
- Excellent written and verbal communication skills
- Ability to juggle multiple tasks with competing deadlines

Technical skills

- Proficiency with Microsoft Office
- Working knowledge of point of sales systems; NCR CounterPoint
- Basic experience with Raiser's Edge database software is essential

Interpersonal/People Management skills

- Exceptional customer service skills, both on the phone and in person
- Ability work with and supervise volunteers
- Enthusiastic and welcoming attitude; comfortable actively engaging with the public
- Excellent interpersonal and communication skills, including experience with teamwork and leadership

Control

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

Working conditions and special conditions of employment:

- Ability to work flexible 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.
- Ability to work well with limited supervision.

The Gardiner Museum regularly updates our COVID-19 protocols and health measures in accordance with the Province in an effort to protect the health of both visitors and staff.

To apply, candidates should submit a letter of interest and CV in one PDF document by October 14, 5pm, 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.

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 applicant's participation in all aspects of the recruitment and selection process.

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