



MACKENZIE ART GALLERY

engaging people in transformative experiences of the world through art

JOB POSTING

Job Title: Visitor Services Representative

Department: Administration

Status: In-Scope (CUPE 5791) one-year term position 33 hours / week

About the MacKenzie Art Gallery:

The MacKenzie Art Gallery (MAG) is Saskatchewan's oldest and most comprehensive public art gallery. Programming primarily contemporary art, the MAG addresses an encyclopedic range of visual art and culture, and is an international leader in Indigenous Art. Purpose-built and maintained to Class A Museum standards, the MAG permanent collection spans 5000 years of art with nearly 5000 works. MAG was founded on the collection of its namesake, Norman MacKenzie (1869–1936), who bequeathed his collection to the University of Saskatchewan (Regina College), now the University of Regina.

Opening in 1953, as the University art gallery, we maintain a nationally unique partnership with the University of Regina while maintaining separate board governance, site and an expansive mandate. Our current facilities were retrofitted in 1990, and MAG is located on the edge of the 2300-acre Wascana Centre (1962), the largest urban park in Canada. Wascana Centre was designed by renowned modernist architect Minoru Yamasaki, designer of the original World Trade Center in New York, and is a notable artifact of modernist design heritage. Today this park is a national treasure, where science, culture, education and nature meet, within the provincial capital commission.

Primary Purpose:

Working with gallery visitors, staff, and volunteers, the Visitor Services Representative's primary function is to assist visitors in the logistics and enjoyment of gallery exhibitions, events and programs. Provides effective front-line aspects of the visitor services position: greeting and reception, admissions, program registration, statistics, security of exhibits, information and public safety, and handling of requests and referrals. This individual also provides administrative support to the membership and development programs at the MacKenzie Art Gallery.

Nature of Work:

Reporting to the Manager of Business and Visitor Experience, the Visitor Services Representative works closely with staff to assist visitors in the logistics and enjoyment of gallery exhibitions, events and programs and to resolve potential conflicts and realize the goals and objectives of the gallery. The Visitor

Services Representative must have exceptional interpersonal skills, and an ability to respond to and anticipate the needs and interests of members, donors and visitors.

Accountabilities:

- Welcome and provide greetings and information to all gallery visitors.
- Be responsive to the needs of visitors.
- Attend and participate in all required training sessions.
- Assist in the development of resource materials.
- Assist with the coordination of supplies/materials for specific programs.
- Assist with ongoing program and gallery evaluation.
- Education research including sourcing exhibition-related content for tour development and resources, as well as public program research.
- Tour bookings for school, community, public programming and outreach audiences including communicating with Gallery facilitators regarding changes to a booking or special request.
- Processes transactions (membership sales, tour bookings, admissions, etc.) as required.
- Statistical input for tours and programs.
- Leads tour of facilities and exhibitions on an as needed basis.
- At all times, maintain the highest level of professionalism with a focus on surpassing standards of customer service.
- Work with all staff and management to strengthen current donor relationships through appropriate steward activities.
- Responsible for data management and data integrity including maintaining and updating all member, donor and sponsor profiles, processing memberships and donations, reports and stewardship activity.
- Provide administrative support and assistance to the membership and development programs and philanthropic objectives of the Gallery.
- Responds to in-person, telephone and e-mail inquiries.
- Prepares correspondence, mail outs, assembles communication and marketing kits, ensures that format complies with Gallery style guide and visual identity.
- Perform other duties as assigned.

Qualifications: Education: One-year university in related discipline or equivalent experience.

Qualifications: Experience: Requires one-year related experience, with a focus on customer service.

Requirements: Excellent written and verbal communication skills; ability to show initiative working both independently and cooperatively in a team environment; passion for and comfort with engaging visitors of all ages; exceptional interpersonal and communication skills, and an ability to respond to and anticipate the needs and interests of members, donors and visitors; excellent time management and organizational skills; fluent in Microsoft Office; experience in database management.

Working events, some evenings and weekends. Regular working days are Wednesday to Sunday.

Salary Information: \$20.11 to \$21.39 per hour

Benefits: This position includes a comprehensive benefits package.

The MacKenzie Art Gallery is committed to maintaining an inclusive culture and building a diverse workforce that includes women, Aboriginal, Inuit and Metis peoples, persons with disabilities and members of visible minorities who have traditionally been and are currently underrepresented in the Canadian workforce. We welcome applications from all qualified candidates.

HOW TO APPLY:

Please apply no later than Friday, June 22, 2018, 4:30 pm.

Email: jackie.martin@mackenzieartgallery.ca

Please include "Visitor Services Representative" in the subject line of all applications sent via email.

Mackenzie Art Gallery
Attn: Jackie Martin, Director of Finance and Operations
3475 Albert Street
Regina, SK S4S 6X6

Inquiries regarding this position can be directed to Jackie Martin, Director of Finance & Operations, at (306) 584-4250 ext. 4275.

The successful candidate must submit a satisfactory Criminal Record Check prior to employment.