



The Reach Gallery Museum Abbotsford
Visitor Experience Associate
Part Time
Rate of Pay: \$18/ hr

As a Visitor Experience Associate at the Reach, you will create a welcoming environment, offer visitors front-line services, and share with them a wealth of information about current exhibitions, programs, and special events at The Reach.

You will support the operation of visitor services at The Reach, supplemented by tasks assigned by the Operations Manager related to coordinating and hosting facility rentals and a variety of community bookings.

This is a part-time position working 8 to 15 hours per week on a standing schedule that includes Saturdays, with the opportunity to increase weekly hours by supporting facility rentals and after-hours programming. Regular shifts include full-day, mornings, afternoons, evenings, and weekends. The successful candidate must be able to fulfill any assigned shifts.

The Reach strives to create a staff that is as diverse as our community and encourages applications from candidates who are IBPOC, LGBTQ2, persons with disabilities, and new Canadians.

Duties & Responsibilities

- Oversees day-to-day operations at the Front of House including opening and closing, and maintaining an orderly and friendly environment for the public.
- Handles cash and point of sale transactions and manages inventories as required.
- Directs and responds to general phone, email, and web inquiries.
- Stays up-to-date and knowledgeable about all exhibitions, programs, and services provided by The Reach.
- Assists with the promotion and registration of public programs.
- Tracks attendance, volunteer activity, and other data for events and programs.
- Supports administrative tasks as well as programs, events, and initiatives as required.
- Records and reports issues with the facility, security, and public safety.

Relationships

- Works closely with supervisors and colleagues to maintain a respectful, collegial, and enjoyable work environment.
- Acts as an ambassador for The Reach at all levels of public engagement.
- Key relationships include visitors, volunteers, renters and vendors, City of Abbotsford employees, Abbotsford Police Department, businesses and other not-for-profits in the community.

Qualifications & Skills

- 2 or more years of experience providing exceptional customer service.
- Excellent interpersonal skills and the ability to interact with visitors of all ages and backgrounds.
- Reliability and great communication skills.
- The ability to respond appropriately to unexpected events as well as daily challenges and opportunities.
- Comfort in a digital workplace and experience with point of sale systems and online retail transactions.
- Previous knowledge or the willingness to learn about contemporary art, local history, and archives.

How to Apply

Apply with your cover letter and resume. Applications must be emailed to Operations Manager, Amber Maret at amaret@thereach.ca by **11:59pm on May 1, 2024**.

Email your application documents as a single PDF as a file labeled First Name Last Name – VEA Application in the subject line.

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