



The Reach Gallery Museum Abbotsford
Job Title: Visitor Experience Associate
Job Type: Part Time
Rate of Pay: \$18.54/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 visitor services at The Reach, supplemented by tasks assigned by the Operations Manager and related to facility rentals, community and school bookings, and other areas of operations.

This is a part-time, unionized 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 expected start date for this replacement position is Wednesday April 2, 2025.

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 a clean, orderly, and friendly environment for the public.
- Welcomes and engages visitors, and is up-to-date and knowledgeable about all exhibitions, programs, and services provided by The Reach.
- Handles cash and point of sale transactions and manages inventories as required.
- Directs and responds to general phone, email, and web inquiries.
- 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.
- Takes initiative to support co-workers and contribute to activities, events, and programs.
- Hold self and others accountable, owns self-development, shares ideas.

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.
- Self-motivated and eager to be a part of a high-achieving team.
- The ability to respond appropriately to unexpected events as well as daily challenges and opportunities.
- Comfort in a digital workplace (MS Office) and experience with point-of-sale systems and online retail transactions.
- Physically capable, able to stand for extended periods and lift 50 lbs.
- Previous knowledge or the willingness to learn about contemporary art, local history, and archives.

How to Apply

Cover letters and resumes will be accepted electronically and must be emailed to the Operations Manager, Amber Maret, at amaret@thereach.ca.

Email your application documents as PDFs and include your name and "Visitor Experience Associate" in the subject line.

DEADLINE: Applications must be received by 11:59pm on Sunday February 23, 2025.

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

About the Organization

The Reach Gallery Museum is located on unceded Stó:lō territory in the City of Abbotsford. The 20,000 square foot facility opened in September 2008 and has since established itself as a hub for excellence in exhibitions and public programs in both visual art and heritage. It is a board-led, not-for-profit organization. The mission of The Reach Gallery Museum is to be the center of cultural and creative innovation in the Fraser Valley, to preserve and share the stories of our rich and diverse cultural heritage, and to showcase the best in visual arts from within and outside the community.