

Position Title: Visitor Experience and Volunteer Coordinator

Supervisor: Denis Longchamps, Executive Director & Chief Curator

Permanent Full-time salaried: 4-day week / 32-35 hours per week

Working Days: Tuesday-Friday including occasional evenings and weekends as required.

Compensation: Salary \$40,000 - 45,000 per annum, participation in group benefits plan following successful completion of probationary period, 3 weeks vacation, 4-day work week

Start Date: May 13, 2024

Reporting to the Executive Director, the Visitor Experience and Volunteer Coordinator (VEVC) provides administrative and operational support according to priorities established by the Executive Director.

Demonstrating self-motivation and initiative, the VEVC is expected to support the stable operation of the Gallery regarding visitor experiences and volunteer coordination in such a manner that includes:

Key accountabilities:

Volunteer coordination:

- Interview and review volunteer applicants,
- Coordinate and organize volunteers, and volunteer events,
- Collaborate with departmental leaders to develop volunteer opportunities,
- Welcome, train and assist new volunteers,
- Coordinate and organize the 'Gather at the Gallery' community program for seniors,
- Organize and lead volunteer meetings and training sessions regularly to keep them engaged,
- Organize, schedule, and manage online volunteering database (Charity Republic)
- Review and update volunteer web and print materials as needed,
- Be a first point of contact for new and existing volunteers.

Visitor Experience coordination:

- Welcome visitors to the Gallery and provide excellent service,
- Answer the Gallery's main phone line, providing basic information and directing calls,
- Respond to visitor inquiries in person, on the phone, and via email regarding Gallery operations and programs,
- Organize welcome desk, and café area,
- Organize volunteer schedule and training,

- Provide Visitor Engagement leadership,
- Prepare annual surveys for visitors to evaluate visitor satisfaction,
- Conduct the surveys, analyse them, and plan future action,
- Set up the café, and organize the sale of coffee, tea or hot chocolate,
- Keep the café area clean at all times.

Required Qualifications

- College or University degree in Public Relations, Communications, Education or a related field; or 3 years experience in a similar role,
- Engaging personality with great communication skills, both written and oral,
- Good knowledge of Office 365 (Word, Excel, PowerPoint, Access, Outlook),
- Experience working with volunteers,
- Experience in the arts or cultural heritage sector,
- Second language an asset.

Knowledge/Skills

- Organizational and planning skills,
- Strategic assessment and planning of programs,
- Ability to build and maintain relationships,
- Excellent time management and demonstrated ability to meet deadlines,
- Ability to work collaboratively in a small-team environment.

To apply, send in one PDF document before April 22, 2024 the following:

- Cover letter
- Detailed Curriculum vitae or resume

To Denis Longchamps, Executive Director, at director@theclayandglass.ca

The Canadian Clay and Glass Gallery invites and encourages applications from all qualified individuals, including from groups that are underrepresented in employment. Please note that only the candidates selected for an interview will be contacted.