



## **Position: Visitor & Retail Experience Coordinator**

**Reporting to:** Executive Director

**Hours:** Permanent, full-time (30 or 37.5 hours per week, negotiable)

**Salary:** \$26 – \$28/hr

**Benefits:** Extended health benefits available

**Schedule:** Some evenings and weekends required

### **Position Overview**

Nanaimo Art Gallery is excited to welcome a new member to our team! The Visitor & Retail Experience Coordinator plays a vital role in shaping the public's experience at the Gallery and shares Nanaimo Art Gallery's values of relevance, relationships, innovation, and openness.

As the first point of contact for many visitors, the Visitor & Retail Experience Coordinator helps create a welcoming, inclusive, and accessible environment for all who enter the Gallery. Working collaboratively with the Gallery team, this role oversees front-of-house operations and The Gallery Store, supports meaningful visitor engagement, and contributes to the smooth daily functioning of the Gallery.

This position is ideal for someone who enjoys working with people, thrives in a dynamic environment, and is passionate about art, culture, and community connection. The successful candidate will be a proactive self-starter with strong time management skills who enjoys balancing customer service, administration, team leadership, and retail coordination.

### **About Nanaimo Art Gallery**

Located in the heart of Nanaimo, on the lands of the Snuneymuxw, Nanaimo Art Gallery is a dynamic public art museum that inspires and engages its communities through art.

We honour the Snuneymuxw people and the territory on which the Gallery operates, carrying ourselves with *qwum qwum uy'shqwalawun* – operating in the spirit of "good heart, good mind."

With this intention, Nanaimo Art Gallery's values are:

- **Relevance:** Our work is grounded in community and place
- **Relationships:** We believe in building, nurturing, and sustaining relationships
- **Innovation:** We are at the forefront of creativity with quality programs and exhibitions
- **Openness:** We are a welcoming organization for all

 [www.nanaimoartgallery.ca](http://www.nanaimoartgallery.ca)

### **Specific Duties and Responsibilities**

The Visitor & Retail Experience Coordinator's responsibilities will include, but may not be limited to:

#### **Visitor Experience & Front Desk**

- Providing exceptional customer service to all visitors and program participants
- Greeting and orienting visitors and sharing information about exhibitions, programs, and events
- Communicating effectively with the public, members, donors, and volunteers
- Opening and closing the Gallery and maintaining awareness of visitor safety
- Responding to incidents and emergency situations as required
- Maintaining a professional, welcoming front-of-house environment
- Tracking attendance and collecting visitor data

#### **Administration & Systems**

- Responding to public inquiries via phone and email
- Supporting program registrations and membership services
- Managing cash handling, deposits, and reporting
- Completing CRM data entry and supporting communications
- Coordinating administrative tasks with the Administrative Coordinator

#### **Team Leadership**

- Supervising Visitor & Retail Experience Representatives and front desk volunteers
- Scheduling, training, and onboarding visitor services staff
- Supporting recruitment, retention, and positive staff experiences

## **The Gallery Store**

- Supporting artist and vendor relationships
- Wholesale buying and coordination of consignment merchandise
- Managing inventory, merchandising, and displays
- Preparing consignment reports and coordinating payments
- Supporting store promotions and seasonal market events
- Monitoring the Gallery Store budget in collaboration with leadership

## **Requirements (Qualifications, Knowledge, Education and Skills)**

- Exceptional interpersonal and customer service skills
- 3–5 years of customer service and/or retail management experience
- Ability to think critically, exercise sound judgment, and respond effectively to situations as they arise
- Ability to organize, prioritize, and complete multiple planned and unplanned tasks
- Experience with Square POS, or similar systems
- Proactive and self-motivated working style
- Clear and confident written and verbal communication skills
- Passion for art, culture, and community engagement
- Desire to contribute to and collaborate with a creative team
- Proficiency in common communication tools (MS Office, Google Suite, etc.)
- Proficiency with CRM software and database management systems
- Knowledge of best practices for staff and volunteer recruitment, retention, and recognition

## **Preferred Qualifications**

- Post-secondary degree or diploma in a related field
- A combination of education and experience will be considered

## **To Apply**

Please submit a cover letter and resume by email to [Carolyn@NanaimoArtGallery.ca](mailto:Carolyn@NanaimoArtGallery.ca), with the subject line **“Visitor & Retail Experience Coordinator.”**

**Application deadline:** February 27, 2026

Only those selected for an interview will be contacted.

### **Equity, Diversity and Inclusion**

Nanaimo Art Gallery hires on the basis of merit and is strongly committed to equity and diversity within its community.

The Gallery strives to be a safe space where all voices are heard and valued, and we work toward accessibility, anti-racism, and 2SLGBTQIA+ inclusion. We encourage applications from visible minority group members, women, Indigenous persons, persons with disabilities, people of diverse sexual orientations and gender identities, and others with the skills and knowledge to engage productively with diverse communities.