

Gallery Gift Shop Coordinator

Location: Castlegar, BC

Reports To: Executive Director

Employment Type: Full-Time

Compensation: \$23-25

Position Summary

The Gallery Gift Shop Coordinator plays a key role in coordinating the daily operations of the gallery's retail space while also supporting the adjoining art galleries. This position blends retail sales and management, customer engagement, and arts programming support to create a positive visitor experience. The ideal candidate is detail-oriented, personable, and passionate about arts and culture.

Key Responsibilities

Gift Shop Operations

- Professionally represent the gallery and provide excellent guest experience for gallery visitors and customers as the first point of contact.
- Oversee the sales, inventory management, including ordering, receiving, and restocking merchandise.
- Operate the point-of-sales (POS) system and process daily transactions.
- Assist in sourcing and selecting merchandise, with a focus on local artists and artisans.
- Design visually engaging product displays and manage seasonal merchandising.
- Track sales and produce basic reports to inform retail strategy.
- Liaise with artists, curators, and staff to coordinate exhibition logistics and ensure safe handling of artwork.

Gallery Support

- Greet and inform visitors about current and upcoming exhibitions.
- Maintain clean and organized gallery and retail spaces.
- Monitor visitor activity to ensure artwork safety and uphold gallery etiquette.
- Assist with the setup, installation, and deinstallation of exhibitions.
- Support the planning and delivery of events, workshops, and educational programs.

Administrative & Visitor Services

- The Giftshop Coordinator will have excellent oral and written communication skills and be able to organize their work utilizing MS 365 products and accounting program (Sage).

- General office duties including – answering/responding to phone calls and emails and providing excellent in-person customer service. Organizing, scheduling meetings, taking detailed minutes and distribution. Assisting with report and grant writing, maintaining accurate records for inventory, consignment agreements, and sales.
 - Provide administrative support for events such as exhibition openings, fundraising and other promotions.
 - Update website, social media platforms (Facebook, Instagram), and printed materials with current gift shop and exhibition information.
 - Assisting the Executive Director and Curator as required
 - Ensure compliance with health, safety, and accessibility regulations.
 - Other duties as assigned.
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Qualifications & Skills

- Minimum 2 years of post-secondary education, preferably in business administration, arts management, or a related field.
- Experience in retail, galleries, museums, or arts administration is an asset.
- Knowledge of merchandising and marketing strategies, including visual display techniques.
- Familiarity with social media platforms and basic graphic design (e.g., Canva, Adobe).
- Proficiency with POS systems, inventory management software, and standard office applications.
- Excellent organizational, multitasking, and communication skills.
- Strong interpersonal skills with a friendly and professional demeanor.
- Ability to lift up to 30 lbs and stand for extended periods.
- Availability for occasional evening and weekend shifts.
- Successful completion of a criminal record check is required upon hiring.