

Meredith Gillespie

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Group Bookings Assistant

November 30, 2017

ORGANIZATION:

Vancouver Art Gallery

DEADLINE:

Dec. 22, 2017

ORGANIZATION DESCRIPTION:

WHO WE ARE:

ART LEADS

Founded in 1931, the Vancouver Art Gallery is recognized as one of Canada's most respected and exciting visual art institutions. As the largest public art museum in Western Canada, the Gallery has experienced unprecedented growth in the last decade in its artistic and educational programs, as well as in its organizational capacity. Through groundbreaking exhibitions, an emphasis on advancing scholarship through major publications, and an increasingly dynamic collection, the Gallery continues to significantly raise Vancouver's profile within international cultural communities.

Outstanding historical presentations have become a Gallery hallmark, ensuring that visitors have access to some of the world's most important historical art collections, with such highlights as:

- Vermeer, Rembrandt and the Golden Age of Dutch Art: Masterpieces from the Rijksmuseum
- Leonardo da Vinci: The Mechanics of Man
- The Colour of My Dreams: The Surrealist Revolution in Art
- The Forbidden City: Inside the Court of China's Emperors

Ambitious contemporary exhibitions featuring the work of British Columbia artists have included those for Douglas Coupland, Stan Douglas, Geoffrey Farmer, Rodney Graham, Brian Jungen, Ken Lum, Liz Magor, Marianne Nicolson, Jeff Wall and Ian Wallace, among

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many others.

These are offered in a wider programmatic context that includes the important work of international artists such as Yang Fudong, Andreas Gursky, Martin Honert, William Kentridge, Kimsooja, Kerry James Marshall, Huang Yong Ping and Fiona Tan.

As well, major thematic exhibitions are undertaken that comprehensively explore visual culture, including architecture and design. Examples of these include:

- Massive Change: The Future of Global Design
- KRAZY! The Delirious World of Anime + Comics + Video Games + Art
- Art Spiegelman. CO-MIX: A Retrospective of Comics, Graphics and Scraps
- Grand Hotel: Redesigning Modern Life

In the past two decades, the Gallery has welcomed nearly 4.5 million visitors, including approximately 36,000 members annually. Beyond British Columbia, the Gallery draws significant tourist audiences from across North America, Europe and Asia. Our collection, representing the most comprehensive resource for visual culture in British Columbia, now numbers over 11,715 works.

WEBSITE:

<http://www.vanartgallery.bc.ca>

JOB DESCRIPTION:

Reporting to the Director of Education and Public Programs, the Group Booking Assistant performs public contact and database maintenance work related to the booking and registration of public tours and school programs, and the overall coordination of booking schedules.

RESPONSIBILITIES:

Responsibilities include providing comprehensive information to all tour contacts, including teachers, regarding the exhibitions, admission or program fees, gallery facilities and tour policies. They will utilize and maintain the Filemaker database reservation system by setting up tour schedules, entering booking information, extracting scheduling

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information and producing regular and ad hoc reports. They will also provide booking support and schedules for the School Programs Coordinator, Educator staff and Docents. They will coordinate the School Programs webpage, including information related to

bookings and FileMaker .php pages. They will build back-end schedules in FileMaker. They will perform maintenance of the database, ensuring correct data input and conducting basic troubleshooting. They will be required to use the Outbound reservation system for tour bookings and payment of select programs, such as the Teachers ProD day events and Exclusive Before- or After-hours Guided Tours. They will coordinate the scheduling and notification of tour providers (staff and docents). They will maintain tour/booking schedules on Google and Outlook Events calendars, including the scheduling of Gallery Educators, security needs, room bookings, notes for Building Services, et cetera. They are responsible for administering ticket sales for lectures and special events as assigned by the Director of Education and Public Programs. They will provide general coordination and troubleshooting for bookings with the programmers, animateurs, tour liaisons, docents and admissions personnel. The incumbent will also perform a variety of administrative, cashier and clerical duties as required.

QUALIFICATIONS:

High-school diploma supplemented by business administration and/or administrative assistant courses. One to two years experience as a booking agent or in a general office involving public contact and operating general office systems including database maintenance, preferably obtained in a tourism or arts-related centre. Proficient computer skills in Microsoft applications including Word, Excel and Power Point. Must have a basic understanding of Filemaker Pro. Data-entry skills required along with experience using a scheduling and reservations database. Ability to provide excellent customer service. Ability to deal effectively with the public, volunteer docents, teachers and co-workers. Demonstrated ability to work independently, multi-task and make simple arithmetic computations accurately and with reasonable speed.

HOW TO APPLY:

Please mail, fax or email your cover letter and resume to the Director of Human Resources by Friday, December 22, 2017, Vancouver Art Gallery, 750 Hornby Street, Vancouver, B.C. V6Z 2H7, Fax: (604) 682-1086, email hr@vanartgallery.bc.ca

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We thank all applicants for their interest; however, only those short-listed will be contacted.

REMUNERATION:

SALARY: Pay Grade 13, Step 2 \$19.82 per hour **HOURS:** Nine-day fortnight schedule

Contact Name: Debra Nesbitt

Contact Email: hr@vanartgallery.bc.ca

Contact Phone: (604) 662-4700

Works Cited

Nesbitt, Debra. "Group Bookings Assistant." *BC Alliance For Arts + Culture*, 2017,
<http://www.allianceforarts.com/job-board/2017/11/30/group-bookings-assistant>.