

VANCOUVER ART GALLERY ASSOCIATION
1 REGULAR FULL-TIME POSITION AVAILABLE
GROUP BOOKING ASSISTANT

DUTIES:

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 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 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.

SALARY: Pay Grade 13, Step 2 \$19.82 per hour

HOURS: Nine-day fortnight schedule

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

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