



Visitor Experience Associate

Kelowna Art Gallery | Kelowna, BC

Part-Time: 8 to 24 hours per week

Wage: \$19.00 per hour

Start Date: as soon as possible

You report to: Visitor Services and Event Coordinator

Join Our Team

At the Kelowna Art Gallery, the first impression matters. Join our Visitor Experience team and be that first impression.

As a Visitor Experience Associate, you're the person visitors meet at the door. Whether you're ensuring a first-time visitor feels at home, helping a family figure out what's on this week, or assisting someone to join our Gallery Member community, it's a role that is equal parts hospitality and curiosity. It sits right at the centre of what makes the Gallery a place people want to come back to.

If you like people, appreciate the arts, and find genuine satisfaction in creating a welcoming and community-focused environment, we'd love to hear from you.

What You'll Do

No two shifts look quite the same. Day to day, you'll be:

- Welcoming visitors and setting the tone for their visit from the moment they walk in
- Processing admissions, memberships, and donations, and handling cash and card transactions accurately
- Registering participants for classes, camps, and public programs
- Answering questions about exhibitions, events, and everything else the Gallery offers
- Keeping the reception area organized, stocked, and running smoothly
- Monitoring gallery spaces to make sure visitors and artwork are safe and secure

- Supporting special events and facility rentals as needed

What We're Looking For

You're someone who's genuinely warm with people. You communicate clearly, stay organized when things get busy, and can work comfortably on your own or as part of a team. You also find ways to contribute when things are slow. Previous customer service and cash handling experience is expected. An interest in visual arts, museums, or local culture is a plus, but you don't need an art history degree to thrive here.

Availability Tuesday through Sunday is ideal, with some evenings required. Additional hours are often available during special events and facility rentals.

- Genuine warmth and ease with people from all walks of life
- Clear, confident communication
- Organized and comfortable juggling tasks when it gets busy
- Able to work independently and as part of a team
- Previous customer service and cash handling experience
- Flexible availability Tuesday through Sunday, including some evenings
- An interest in visual arts, museums, or local culture

Nice to Have

- Experience with Square or another point-of-sale system
- Serving It Right certification

How to Apply

Send your resume and cover letter to hr@kelownaartgallery.com. Applications are accepted until the positions are filled. Email only, no phone calls please.

Equity and Inclusion

The Kelowna Art Gallery is committed to building a team that reflects the community we serve. We welcome applications from people of all backgrounds, identities, and lived experiences, including those from equity-deserving communities.

We thank everyone who applies. Only those selected for an interview will be contacted.