



Position Description

Summer Visitor Services Attendant

Status: Full-time Summer Student Employment (40 hours per week)

Supervisor: Visitor & Member Services Coordinator

Pay: \$17.60/hr

Start Date: June 22, 2026

End Date: August 28, 2026

Application Deadline: May 1, 2026

The Opportunity

The Thunder Bay Art Gallery is welcoming applications from attentive and personable candidates for our team of summer Visitor Services Attendants. As the friendly and professional first point of contact at the Gallery, successful candidates will greet visitors, provide helpful information, provide tours, conduct giftshop sales, maintain public spaces, and ensure positive experiences. A passion for visual arts and previous customer service experience is an asset.

The Thunder Bay Art Gallery is a popular destination that delivers high quality exhibitions year-round providing local, national, and international visitors opportunities to engage with Indigenous and contemporary Canadian art.

The Thunder Bay Art Gallery is uniquely positioned in Northern Ontario as a cultural institution with significant regional, provincial, and national profile. The Gallery has grown steadily for the last 50 years and is at a crucial stage of growth and advancement as we prepare to move into a purpose designed facility on Thunder Bay's beautiful waterfront that will more than triple our operating and programming space.

Primary Areas of Responsibility

1. Welcome and orient visitors to the gallery. Collect admissions, conduct tours (as needed), and share accurate information about gallery functions, exhibitions, events, fundraising initiatives, and public programs
2. Answer questions about gallery operations over the phone or in person and direct inquiries to appropriate staff members when required.
3. Provide staffing assistance for public programs and events as needed, including gallery openings, artist talks, rentals, and fundraisers hosted by the Gallery. Duties during events include providing information, assisting with set up/take down, setting out packaged refreshments and drinks, preventing food/drinks from entering specified areas, taking photographs, etc.

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4. Perform daily sales transactions for admission, catalogue, gift store merchandise, memberships, and donations using the clover point of sales system both in person and over the phone.
5. Provide assistance and guidance to visitors in using the Gallery's online art class enrolment systems, online membership forms, and online ticket sales, or program registrations when available.
6. Engage with visitors by introducing the exhibitions or providing more information about artwork on display.
7. Complete daily opening and closing procedures including turning on/off artwork in the exhibition, ensuring visitors have left building upon closing, completing daily maintenance and security checks, reconciling sales and completing the daily cash summary, and keeping front of house and galleries tidy.
8. Ensure the safety of artwork by explaining and enforcing Gallery rules, supervising entrances and exhibition spaces, and maintaining proper Gallery capacity.
9. Accurately track Gallery visitor attendance and encourage visitors to sign the guest book.
10. Conduct gallery store inventory management through restocking of items, setting up merchandising displays, and maintaining a clean and organized environment in the gallery store.
11. Provide educator support through additional supervision of art class participants during gallery visits and outdoor activities.
12. Assist with photographing artwork, events, and public programs as well as creating draft content for Gallery communication and marketing purposes.
13. Assist with various support tasks as required. Tasks may include digitizing and filing documents or monitoring summer art camp participant drop off and pick up, as well as supply preparation for art class activities.
14. Responsibilities as assigned.

Essential Skills

Exceptional interpersonal skills including an ability to engage with sensitivity to a diverse audience.

Strong communication skills, both verbal and written.



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Excellent organizational skills and ability to collaborate with team members to achieve daily goals.

Comfortable with the public and able to lead tours of exhibitions.

Observant of details and capable of problem solving.

Knowledge of visual arts an asset.

Previous knowledge and interest in regional artwork and Contemporary Indigenous artwork an asset

Point of sale and customer service experience an asset.

Candidate Eligibility

To be eligible for this position, which is funded in part by the Young Canada Works program, candidates must:

1. be a Canadian citizen or a permanent resident, or have refugee status in Canada;
2. Note: Non-Canadian students or graduates holding temporary work visas or awaiting permanent resident status are not eligible.
3. be legally entitled to work in Canada (have a valid social insurance number);
4. be between 16 and 30 years of age inclusively at the start of employment;
5. have registered as a high school, college, CEGEP or university student;
6. meet the specific eligibility criteria of the program to which you apply; and
7. be registered in the YCW online candidate inventory.

About Thunder Bay Art Gallery:

The Thunder Bay Art Gallery gratefully acknowledges that we are located on the territory of the Anishinaabe peoples of Northwestern Ontario. We work and live on the lands of the Fort William First Nation who are signatory to the Robinson-Superior Treaty of 1850.

As the public art gallery for Thunder Bay and Northern Ontario, the Thunder Bay Art Gallery exhibits, collects, and interprets art with a focus on the work of contemporary Indigenous and Northern Ontario artists. The Gallery nurtures a life-long appreciation of the visual arts by:

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- presenting exhibitions of artistic and educational value to cultivate a depth of visual arts experience for the public in Thunder Bay and the broader region of Northern Ontario;
- supporting and enhancing the development of contemporary Canadian artists with an emphasis on (but not limited to) contemporary Indigenous artists and artists from Northwestern Ontario;
- stewarding, conserving, and animating a permanent collection of art focused on the work of contemporary Indigenous artists and innovative cultural and artistic practice of Northwestern Ontario artists;
- and, presenting public programming and outreach activities in order to build audience, increase reception, and expand understanding of the visual arts.

For nearly 50 years the Thunder Bay Art Gallery has steadily grown and is now the largest art museum in Northern Ontario. Today, we have more than 1600 works of art in our world-renowned permanent collection and welcome more than 30,000 people through our doors each year. Every day, the Gallery provides school tours, hosts free public programs, and shares our space with community groups. We are a bustling cultural hub committed to contemporary Indigenous, local, and regional art.

Finally, we are in the process of preparing for the transition to a new purpose designed facility on Thunder Bay's scenic waterfront in early 2027. This new gallery will more than triple our exhibition and operating spaces. This significant addition to Ontario's cultural infrastructure will provide \$33 million in direct economic impact during construction. Once open, the Gallery's operations will generate \$2.2 million annually in direct and indirect impacts to the local and regional economy, as well as an estimated \$7 million in annual visitor spending.

How to Apply

Applicants who are Deaf, have an exceptionality or disability, or who need support expressing interest or applying for this opportunity are encouraged to contact *Dave Spies*, Administrative Coordinator at administration@theag.ca or call 807.577.6427

to allow for appropriate accommodation of your needs and to discuss alternate formats for submitting your application.

To apply for this position, please send via email to administration@theag.ca, a cover letter, a current resume and the names of two references, under the subject line "Summer Visitor Services Attendant" addressed to:



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Katy Poirier, Visitor and Member Services Coordinator

**Thunder Bay Art Gallery
PO Box 10193
Thunder Bay, ON, P7B 6T7**

The Thunder Bay Art Gallery is committed to employment equity and diversity and encourage applications from all qualified candidates, including women, people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities. We thank all applicants for their interest; however, only those selected for an interview will be contacted.