



Job Description: Visitor Engagement Manager
Grand Marais Art Colony

Job Purpose:

The Visitor Engagement Manager gives support to key aspects of Art Colony programming, particularly the organization's outward-facing presence at Studios 17 and 21. This position reports to the Artistic Director.

Primary Duties and Responsibilities:

Retail Management, Reception & Studio Support (approx. 18 hrs/wk)

- Staff lead at Studios 17 and 21, including but not limited to:
 - Provide reception, check in, and hospitality for in-person classes.
 - Communicate the organizational mission to visitors and invite further participation through membership and other means of engagement.
 - Lead staff for retail and community space at Studio 17.
 - Answer customer questions about merchandise, provide recommendations, and process sales.
 - Clean and restock sales floor throughout the day.
 - Close out point of sale at end of day and communicate as needed with bookkeeper.
 - Main staff support to work-study positions on site.
 - Provide phone reception as scheduled.
 - Support studio turn around in relation to classes, residencies, and events.
 - Including trash, recycling, cleaning, etc.
- Capture and organize photos for promotional and marketing purposes.
- Other duties as assigned.

Events & Marketing Support (approx. 14 hrs/wk)

- Key staff support for Signature Events, including Arts Festival and North Shore Readers and Writers Festival.
 - Particular attention on managing info booth and event sales.
- Volunteer and work-study recruitment and orientation.
- List upcoming events and opportunities on appropriate calendars, including local, state, and national.





PROFESSIONAL QUALIFICATIONS

- Experience in sales, customer service, and/or outward facing positions.
- Detailed mindset and an ability to switch between multiple on-going projects and tasks.
- Two to five years experience working in a retail and/or administrative setting.
- Excellent active listening skills.

PREFERRED QUALIFICATIONS & PHYSICAL REQUIREMENTS

- Knowledge of Shopify or other point of sales systems.
- Experience operating AV equipment and cameras.
- Ability to lift and carry 15 - 30 pounds at a time.
- Prolonged periods of standing and walking throughout the retail space.

COMPENSATION AND BENEFITS

- This position is a six-month, four-day a week position starting the second week of May and finishing after the first week of November, 2023.
- Compensation commensurate with experience in a range of \$18 - \$20/hour.
- Benefits include paid time off, discounts on classes and gallery store purchases.

NEXT STEP

Send your resume and answers to the following questions to: info@grandmaraisartcolony.org
This position is open until filled with a hoped for start date of May 8, 2023.

In lieu of a cover letter, please send answers to the two following (no more than one page):

1. What do you think are the top three essential qualities to be successful at visitor engagement?
2. Describe a time in a previous job where you noticed a problem, proposed a solution, and saw your idea make improvements.



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