



Job Description: Visitor Engagement Manager Grand Marais Art Colony

Job Purpose:

The Visitor Engagement Manager is a seasonal, part-time position that 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

Oversee daily operations of gallery store, including but not limited to:

- Communicate the organizational mission to visitors and invite further participation through membership and other means of engagement.
- Answer customer questions about merchandise, provide recommendations, and process sales.
- Clean and restock the sales floor throughout the day and week.
- Close out the point of sale at the end of day and communicate as needed with the Operations Manager.
- Provide training to and support for work-study positions on site.

Reception & Studio Support

- Provide reception, check in, and hospitality for in-person classes as assigned.
- Support instructors as needed, including copying, facilities, smart TV.
- Support students as needed with wayfinding and orientation.
- Facilitate studio turn around in relation to classes, residencies, and events.
 - Including trash, recycling, and cleaning.
- Capture photos for promotional and marketing purposes.
- Other duties as assigned.

Events Support

- Support Arts Festival through any delegated pre-event tasks.
- Greet volunteers and distribute t-shirts and nametags pre-event.
- Staff event as scheduled (July 12, set up; July 13 - 14, events dates)



PO Box 626,120 West 3rd Avenue | Grand Marais, Minnesota 55604
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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, three-day a week position.
 - Hours are 9:30 am - 5:30 pm Thursdays, Fridays, and Saturdays from May 13 - October 25, 2024.
- Compensation commensurate with experience in a range of \$20 - \$23/hour.
- Benefits include staff discount on 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 13, 2024.

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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