



The McCord Museum celebrates our past and present lives – Our history, our people, and our stories. A Museum that mirrors a city open to the world, the McCord is an intelligent Museum that connects individuals with cultures and communities, offering a current take on today's issues. Contemporary and interactive, the McCord encourages us to reflect upon the past while engaging with the present.

All of the Museum's activities revolve around six core values: rigour, integrity, inclusion, audacity, creativity and commitment.

The McCord Museum is seeking
Agent, Room rental and Membership
Reference # 201803E

Reporting to the Supervisor, Client development and partnerships, he/she assists the Marketing and client development team in the realisation of their projects, including the Membership program, rentals and partners' events at the McCord and the Stewart Museums.

Roles and Responsibilities

Member program

- Assist the Supervisor, Client development and partnerships, in the realisation of the Membership program of the Museum:
 - Welcome Members during activities and present the Membership program;
 - Communicate by phone or email regarding the Membership program;
 - Develop and manage activities exclusive to Members;
 - Manage volunteers as part of the Membership program;
 - Ensure the full satisfaction of the Members throughout the duration of their subscription.
- Administrative support:
 - Receive subscription requests, perform required data entry and payments, send membership cards, letters and emails;
 - Send renewal documents and perform telephone follow-ups;
 - Update lists and different databases;
 - Telephone or in-person solicitation to promote the subscription;
 - Monitor, update and present measurement tables.

Rentals and partners' events

- Establish, communicate and manage event logistics;
- Participate in weekly meetings with the Event Technical Coordinator;
- Participate in customer acquisition from the various spheres of business, cultural communities, and heritage and culture;
- Ensure excellence in service and follow-up of rentals and partnership events (meet potential clients, present various offers, negotiate, book of rooms and equipment, tenders, contracts, invoices);
- Answer telephone calls and follow-up on all inquiries and customer emails;
- Ensure positive customer experience, from the beginning of the process to its conclusion, including billing;
- Enter bookings and information in the contact management software;
- Follow up and send roadmaps, the agents' booking, the SOCAN, and monthly statistics of events;
- Solicit potential customers for room rentals by sending communications, by telephone or other means;
- Represent the Museum in a professional capacity.

Employment conditions:

- Regular full-time position beginning in March 2018; includes some non-standard work schedule in connection with events, occasional work on evenings and weekends
- Compensation commensurate with experience with competitive benefits.

Qualifications and profile required:

- College degree in administration or business management;
- Minimum two (2) years of relevant experience in similar functions;
- Proficient with the Microsoft Office Suite and experience using a CRM;
- Fluency in English and French (written and spoken);
- Experience in customer service;
- Experience in communication, promotion or sales;
- Detail oriented, rigorous and proactive;
- Interest for methodical office work;
- Well-groomed appearance and at ease with public (polite and diplomatic);
- Quick learner;
- Capacity to work under pressure and as part of a team;
- Interest in culture and heritage.

If you wish to apply, please send your **cover letter (Ref. No.: 201803E) and resume by March 2, 2018** to the human resources department at the following email address: rh.mccord@mccord-stewart.ca

For details on the McCord and Stewart museums, please consult our websites:
www.mccord-museum.qc.ca and www.stewart-museum.org
Although we thank all applicants for their interest, only selected candidates will be called for an interview.